



**City of Annapolis**  
**Office of Human Resources**  
 145 Gorman Street, 2<sup>nd</sup> Fl  
 Annapolis, MD 21401-2535

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## Position Vacancy Announcement

### Internal Applicants Only

Position	<u>Police Communication Operator II (4013)</u>	Opening date	<u>November 4, 2015</u>
Department	<u>Police</u>	Closing date	<u>November 13, 2015</u>
Salary range	<u>\$47,897.77</u> <u>\$76,636.72 (A11)</u>	Employment Type	<u>Full Time</u>

Employment Category Public Safety

#### General statement of duties

Supervises the daily operations of the 911 communications center during assigned shift; supervises PCO I class position personnel; trains communications personnel; does related work as required.

#### Distinguishing features of the class

Personnel in this class perform work involving responsibility for monitoring the overall operation of the 911 communications center during their assigned shift; ensuring requests for emergency services are promptly dispatched; training new PCO personnel; and performing the same functions as PCO I personnel when required.

#### Examples of work (illustrative only)

- Performs and reviews Miles/NCIC validations;
- Ensures proper dispatch of police vehicles and officers to incidents;
- Ensures all equipment in the communications center operates properly;
- Changes 911 recording system tapes;
- Monitors entry of stolen items, missing persons and warrants into Miles/NCIC systems;
- Prepares and maintains necessary records and reports, including, but not limited to, dispatch records and first report of injury reports;
- Performs all duties as outlined in PCO I position;
- Supervises work of PCO I personnel;
- Coordinates liaison between PCO I personnel and supervisor of communications center;
- Performs related work as required.

#### Required knowledge, skills and abilities

All knowledge, skills and abilities outlined for a PCO I position; ability to supervise the work of PCO I personnel; ability to direct work in emergency situations; ability to train PCO I personnel in the operation of communications equipment and department dispatch protocols; thorough knowledge of 911 CAD and Miles/NCIC systems.

#### Acceptable experience and training

A minimum of three (3) years experience handling and dispatching calls in a police emergency dispatch center; High school diploma or equivalent; Two (2) years experience operating Miles/NCIC systems; Prior experience training new dispatchers; Any equivalent combination or experience and training which provides the required knowledge, skills and abilities.

### **Americans with Disabilities Act**

Physical ability: ability to sit for long periods while working as a dispatcher; ability to operate standard office equipment, including copier, computer fax machine, mailing machine, typewriter, etc.; ability to reach into file drawers in filing cabinets.

Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; to read and write reports, correspondence, instructions, etc.

Hearing ability: sufficient to hold conversation with other individuals both in person and over a telephone, radio, etc.; ability to hear recording on transcription device.

Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.

Freedom from mental disorders which would interfere with performance of duties as described.

### **Application process**

Candidates must complete a City of Annapolis application form. The application is on-line at [www.annapolis.gov](http://www.annapolis.gov) and must be filed by the closing date.

All qualified applicants will receive consideration for employment, without regard to political or religious opinion or affiliation, age, race, creed, color, sex, national origin, marital status, physical or mental disability, sexual orientation or genetic information. The City of Annapolis is an Equal Employment Opportunity/ADA Compliant Employer.