



Charles County Sheriff's Office



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

POLICE COMMUNICATIONS OFFICER I

Division:	Support Services
Section:	Communications
Pay Grade:	110
FLSA Status:	Non-Exempt
Classification:	Full-Time
Updated on:	December 2025

JOB SUMMARY

This **critical** position is responsible for performing highly skilled duties relative to the relay of emergency calls. The employee must remain calm under intense pressure of handling urgent situations and be able to handle the task of radio and telephone communications while at the same time operating computer equipment. Work is performed with direct supervision from the **Police Communications Supervisor** and is evaluated through observations, conferences, and reports.

ESSENTIAL JOB FUNCTIONS

- Receives from various input sources information regarding emergency (911) and routine situations which require police presence.
- Determines the unit(s) to respond, number of units needed, and level and type of units required for each call.
- Answers emergency 911 calls and provides emergency medical dispatch instructions using Professional Question and Answer (ProQA).
- Interacts with assigned officers from all divisions of this Agency, Maryland State Police (MSP), Animal Control, Town of La Plata Police, and Maryland Transportation Authority Police (Bridge) through constant radio communications, telephone.
- Retrieves, interprets, and enters appropriate data in the Computer Aided Dispatch (CAD) event file.
- Updates relevant information into the CAD event file as each activity develops to its conclusion.
- Monitors responding units and their needs for each call.
- Maintains an awareness of each unit's location and present situation during the shift.

- Requests additional assistance, as needed, from various other governmental and private agencies, to include, but not limited to, Charles County Public Facilities and Roads, State Highway Administration, civilian towing companies, and local hospitals.
- Coordinates with other law enforcement agencies, such as Maryland State Police, to include their helicopter units, the Maryland Transportation Authority Police (Bridge), Prince George's County Police, St. Mary's, and Calvert County's Sheriff Offices, to facilitate the capture of fleeing suspects or handle traffic related situations including severe accidents.
- Inquires and retrieves appropriate data from the Maryland Electronic Telecommunication Enforcement Resource System (METERS)/National Crime Information Center (NCIC) computer system in response to officers' requests.
- Inquires into Maryland Vehicle Administration (MVA) computer files for information requests received from officers.
- Responds to telephone inquiries from officers, Charles County Sheriff's Office staff members, Maryland State Police (MSP), Bridge Police, Naval Ordnance Station (NOS), and others.
- Works with Police Station Technicians to confirm wants and warrants on persons identified by officers as possible wanted subjects.
- Participates in the Agency's Ride-A-Long program to become familiar with the duties of a Patrol Officer.
- Attends training sessions and other meetings, as required.
- Performs other related job duties as assigned.
- Determines the nature, location, and priority of incidents and enters all relevant data into the Computer-Aided Dispatch (CAD) system.
- Dispatches or facilitates appropriate law enforcement, fire, and emergency medical services (EMS) resources in accordance with established response protocols.
- Monitors and operates multiple radio channels/talkgroups/frequencies (800 MHz trunked/conventional, VHF paging/interoperability, mutual aid, and regional systems).
- Maintains communication with field units, tracks their status and location, and coordinates support or backup as needed.
- Provides Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (EPD) instructions using approved protocol systems to provide pre-arrival care and scene stabilization assistance.
- Coordinates with regional partners, including DES, MSP, local fire/EMS companies, municipal police, and federal/state partners for mutual aid.
- Accesses, queries, and updates law enforcement databases such as METERS/NCIC and MVA systems in support of ongoing investigations or officer safety.
- Monitors hospital diversion status and notifies field units of any changes impacting patient transport decisions.
- Operates Public Alerting Systems or public warning tools when directed to issue emergency notifications.
- In emergencies that see exceptional 911 call volume, answer 911 calls in support of DES call taking operations.
- Documents, updates, and maintains complete and accurate event records throughout each incident's life cycle.
- Participates in training, quality assurance evaluations, and operational exercises to maintain certification and readiness.
- Assists with on-the-job training for probationary communications officers as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma or an acceptable equivalency diploma (GED). One (1) year of experience in computer terminal operation.

- One (1) year of experience in computer terminal or data entry operation (two years of public safety dispatch experience is preferred.)
- Experience in a primary or secondary PSAP strongly desired.

Licenses or Certifications:

- Must possess a valid driver's license.
- National Emergency Telecommunicator Certification (preferred)
- Ability to become certified in the following within one year of hire:
 - EMD, EFD, and EPD certifications
 - METERS/NCIC certification
 - CPR certification
 - ICS 100, 200, 700, and 800 certifications

Special Requirements/Qualifications:

- Must obtain and maintain certification with Meters/NCIC. Must obtain Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD) and Emergency Police Dispatch certifications within the first year of employment, provided training is available thru the Emergency Services Department.
- Must complete and pass the Communications Training Program.
- Must pass the Public Safety Telecommunications Examination.
- Must pass a typing test of 30 words per minute with great accuracy.
- Must pass various clerical skills tests, to include spelling, grammar, and data entry tests.
- Must pass a comprehensive background investigation.
- Must pass random drug screening.
- Must perform work in accordance with sound safety practices.
- Must report for duty in a regular and punctual manner.
- Must be willing to work 12-hour shifts, including days, nights, weekends, and holidays.
- Must be able to travel for training and attend required educational sessions.

Knowledge, Skills and Abilities:

- Knowledge of the principles and practices, rules and regulations found in Standard Operating Procedures (SOP) and other manuals pertinent to the assigned job classification.
- Skill in accurately entering and retrieving data from a variety of computer systems.
- Ability to maintain alertness, memory recollection and keep abreast of rapidly escalating events in regards to multiple responding units and their needs.
- Ability to learn names and locations of roads, buildings, and other landmarks in Charles County.
- Ability to operate a variety of specialized communications equipment.
- Ability to provide quality communications service to the officers of Charles County and the surrounding law enforcement agencies.
- Ability to understand oral and written instructions, to speak effectively and articulately, and to demonstrate good listening skills.
- Ability to read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.

- Ability to arrive at effective decisions during intense situations while remaining calm under intense pressure while handling urgent situations.
- Ability to utilize a high level of discretion, good judgement, and confidentiality.
- Ability to maintain a high level of accuracy while performing a multitude of assigned tasks simultaneously.
- Ability to organize and determine priorities of diverse assignments.
- Ability to assimilate information from a variety of resources.
- Ability to analyze, evaluate and select, often with limited information, the best course of action.
- Ability to maintain composure and work effectively in situations of intense on the job pressure.
- Ability to learn and apply training provided by the Agency or designated agency.
- Ability to comprehend, understand, and adhere to, at all times, Agency policies, procedures, rules, and regulations.
- Ability to comprehend and retain old and new information, received both orally and in writing.
- Ability to communicate effectively and coherently with other Agency personnel and the public, either in person or by the telephone, through radio communications or computer network.
- Ability to enter and retrieve data from a variety of computer systems.
- Ability to maintain professional decorum at all times.
- Ability to function in a structured organization with strict rules of conduct.
- Ability to maintain effective working relationships with coworkers and supervisors.
- Ability to appropriately accept supervision, criticism, and evaluation.
- Ability to maintain sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.
- Ability to deal tactfully, effectively, and equitably with people, both within and outside the Agency.
- Ability to comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.
- Ability to pass along pertinent information as to vehicle ownership, current licensing status, insurance information, etc., and/or provide a printout to requesting officers.

PHYSICAL DEMANDS

The work is sedentary with frequent periods of sitting for extended periods of time, answering the communications radio, the telephone, and operating computer equipment. Must be able to read computer screens at different levels, heights, angles, and distances; manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

WORK ENVIRONMENT

Work is performed in a multiple office setting with frequent interruptions.