

SALARY SCALE

PSD I \$28,291
PSD II \$31,120
PSD III \$34,232
Shift Commander \$37,655
Plus Overtime

BENEFITS

Caroline County offers an excellent benefits package that includes paid vacation, paid holidays, health insurance, life insurance, retirement and more!

AGENCIES

The Caroline County 9-1-1 Center dispatches calls for several different agencies in the county.

- Four Town Police Departments
- Caroline County Sheriff's Office
- Caroline County Emergency Medical Services
- Eight Volunteer Fire Departments



From Our Dispatchers...



"This job has many aspects that I enjoy...making a difference in the community, working with EMS and having the satisfaction of providing a service to my community."

- Allen Russum,
Shift Commander



"I enjoy being able to help people when they are in need. It makes me feel good to know I can help."

- Troy Plutschak,
Shift Commander

If you are interested in serving your community through a career as a Public Safety Dispatcher, contact Caroline County Emergency Services at 410-479-2622 or visit CarolineDES.org.

CAROLINE COUNTY

911



EMERGENCY SERVICES

Caroline County Department of Emergency Services

PUBLIC SAFETY DISPATCHER



911 Emergency
Police • Fire • Ambulance



7 North First Street
Denton, Maryland 21629
410-479-2622 • CarolineDES.org

Definition Of A Public Safety Dispatcher

A Public Safety Dispatcher performs specialized work in receiving, assisting and dispatching emergency medical, fire and police units.

Work is performed on rotating shifts – 365 days a year – in Caroline County's 911 Emergency Communications Center. The dispatcher also receives calls and requests for non-emergency matters during non-business hours for other county agencies.

An employee in this class works with direct and indirect supervision from a designated supervisor or telecommunicator.



When you call 9-1-1, be prepared to answer questions the Dispatcher may ask you.

- *What is the emergency?*
- *What is the address of the emergency?*
- *What is your name?*

What is 9-1-1?

9-1-1 is a three-digit telephone number you can call 24 hours a day for police, fire or medical emergencies. It saves time in an emergency.

According to nationwide statistics, a simple three-digit number is

remembered more easily than a normal ten-digit number.

A call to 9-1-1 is received by a trained communications specialist who takes your information and then dispatches it to the appropriate police, fire and/or medical services team.

Your 9-1-1 Center is operated by four teams of men and women.

- Each team consists of a Police Dispatcher, a Fire and Medical Dispatcher, and a Commander.
- Each team works two twelve-hour days from 6:00 a.m. to 6:00 p.m., followed by two twelve-hour nights from 6:00 p.m. to 6:00 a.m. The team is then off for four days.
- A team member shares his or her partner's responsibilities to make sure the highest level of service is provided at all times. The Commander ensures the team is operating at its highest level of performance.

Education is a continuing aspect of being a 9-1-1 Dispatcher. Every dispatcher receives extensive training in a broad range of subjects, including:

- Efficient and professional radio and telephone operating skills.
- Extensive training on computer-aided dispatch software.
- Caller interrogation and life support instructions.

Public Service

- Caroline County 9-1-1 dispatchers are your first line of communication in an emergency. Our services extend to callers who live in or are passing through Caroline County.
- Through public outreach programs, we educate our community on why we are here and how we are working with law enforcement, fire departments and emergency medical service providers to make our county a safe place to live.