



Maryland
Transportation
Authority

MDTA EMERGENCY DISPATCHER I Fact Sheet

Communication Unit Mission Statement

The mission of the Communication Unit is to provide support services to personnel to allow them to effectively, safely, and professionally perform their law enforcement functions. The unit will also provide support services to the public to ensure their safety and security.

The purpose of this fact sheet is to help you be aware of and carefully consider *all* the aspects of a Emergency Dispatcher I job *before* you decide to consider this as a career choice. Please review the information below to prepare you for the different facets of the position.

A career as an Emergency Dispatcher I offers many satisfying and rewarding elements. It gives you an opportunity to help others and to make a significant contribution to the welfare and safety of the public and your fellow employees. It offers challenging, rewarding, fast-paced work that requires quick thinking and excellent problem solving and public relations skills. However, the job does have unique demands and strict discipline that must be adhered to.

The job factors listed below describe aspects of the job of which you may not be aware. Please read this information and consider if you are willing to accept each of the stated descriptions of the nature of work and the conditions of employment. For clarification of any aspect of this position, please contact the Communications Unit at 410-537-1227/1232.

Selection process for applicant

- Applicant must successfully pass a practical exercise to assess your knowledge, skills and ability required for the position.
- Interview with a 3 member panel
- Full background check
- Applicants will be subject to a medical examination by the agency physician and an emotional stability and psychological fitness examination which may impact employment.

The duration of the Emergency Dispatcher selection process from the practical exercise to the selection of an applicant is approximately 3 months.

****Note: any applicants not selected for employment may reapply for the position.

Working Environment

- There will be times when you will be unable to leave your workstation during your shift depending on your workload.
- You may be unable to schedule your own lunch or breaks and you may be required to eat at your workstation.
- You will be required to wear standardized apparel/uniform.
- You will be working in an organization that is structured on a “quasi-military” model with a highly structured chain-of-command. Employees may experience periods of very slow activity followed by periods of very intense activity. You must be able to fully concentrate and focus your attention on your work, no matter what is happening at the time. Pass a comprehensive and thorough background investigation including, but not limited to, a review of legal documents, police and driving records, credit profile, questions made and comments received from employers, references, neighbors, etc.
- Strictly maintain the confidentiality of all the information to which you are exposed.

- You must be able to accept a daily critique of your job performance and appropriately modify your actions based on your supervisory and/or trainer evaluations.
- Receive rigorous training to ensure your work contains only minimal errors because accuracy is a must. While in training you must be able to receive daily ratings of your job performance, including both the positive areas and any areas that need improvement.

Work Schedule

- You will be required to work shifts, weekends and/or holidays regularly.
- Generally our shifts are structured as listed below. However, these may be modified due to the needs of the Agency.
 - 0645 to 1515 hours (6:45 am to 3:15 pm)
 - 1445 to 2315 hours (2:45 pm to 11:15 pm)
 - 2245 to 0715 hours (10:45 pm to 7:15 am)
- Being on time is defined as being at your position, and ready to work at the specified start of shift. There are no grace periods.
- You may be required to work all holidays in a given time period. For instance your work days may fall on Thanksgiving, Christmas, and New Year's Day.
- While in training you will be required to work the same shift, days and hours as your trainer.
- Upon completion of training employees are assigned to a facility and shift based on the needs of the Agency. We can not guarantee you will be assigned to your preferred location or shift.
- You may be required to change your work shift and/or days off, or cancel holiday plans with minimal notice.
- There will be times you will be mandated to work overtime or be required to stay late or come in on your time off.
- You are considered essential personnel, which mean you are required to be at work on time during all types of inclement weather and other emergency conditions.
- You may be required to attend mandatory training classes, even if the class is scheduled on your normal days off.

Calls for Service

- You must possess and maintain excellent customer service skills in conjunction with the ability to accurately process emergency and non-emergency calls.
- You must respond courteously, calmly and effectively to telephone calls, even if the person is rude, impaired, irrational, confused, using obscene language, and/or screaming at you.
- You must respond effectively and professionally to telephone calls when a violent or highly emotional situation is taking place.
- You must make quick, logical, accurate decisions; other people's safety may depend on your ability to do this.

Dispatching

- You must efficiently and professionally handle multiple tasks at on time.
- You must make quick, logical, accurate decisions; other people's safety depends on your ability to do this.
- You must answer and respond to radio transmissions which may be difficult to understand.
- You must keep calm during critical incidents and keep your voice well modulated to convey a sense of calm.