



Charles County Sheriff's Office

6915 Crain Highway, La Plata, MD 20646

Frequently Asked Questions

Police Communications Officer

What is the starting salary for the Police Communication Officer position?

This vacancy is for an entry level position with a starting salary of \$44,838.57.
(The salary range for a Grade 108 is \$44,838.57-\$72,638.48)

Will I receive raises yearly?

All employees will be eligible for a merit/step pay increase upon the anniversary of their date of hire, within their current segment.

What are the education requirements for this position?

A high school diploma or acceptable equivalency diploma (GED) is required to apply.

Will I receive retirement and benefits?

Yes, the Charles County Sheriff's Office offers a 25 year retirement with a max of 80% of the salary. Employees can enroll in health, dental, and vision care. For details on the retirement, please visit: <https://www.charlescountymd.gov/home/showpublisheddocument/3730/637189286094030000>

Is there room for advancement?

Yes! As you gain years of service, you can move to higher positions.

Where will I work?

The emergency services building located at 10425 Audie Lane, La Plata MD.

Do I need to buy my own uniforms?

The Charles County Sheriff's Office will provide uniform polo shirts.

How long does the hiring process take?

Typically, it can take anywhere from 3-4 months to complete the hiring process from the time of your application.

What does the skills test consist of?

- Must pass a typing test of 35 words per minute with great accuracy.
- Must pass various clerical skills tests, to include spelling, grammar, and data entry tests.
- Must pass the Public Safety Telecommunications Examination through a testing platform called CritiCall. Testing involves the applicant to recall information based off audio recordings and reading passages. Map interpretation is another testing requirement.

What happens if I fail the skills test?

If an applicant fails any position the skills test, unfortunately the process will end at that point. The applicant will be able to re-apply when the position re-opens in the future.

What kind of work environment should I expect?

Dispatchers sit at a computer console for extended periods of time. Dispatchers handle police computer systems and manage radio traffic at the same time. You will need to work with other dispatchers as a team to complete time sensitive tasks. It's important that the PCO has the ability to maintain composure/professionalism during times of high stress.

What training is required upon being hired?

The Charles County Sheriff's Office offers a paid 8 month of one-on-one training in the dispatch environment. There are 4 phases of training, lasting approximately 7 weeks for each phase. You will spend 2 phases on day work and 2 phases on night work. Once you have completed the training program, you will be placed on either day or night shift (determined by supervisors).

What type of shift will I work?

The typical shift is 12 hours long. Day work assigned dispatchers start at 0600 hours and end at 1800 hours. Night work assigned dispatchers start at 1800 hours and end at 0600 hours.

Do I have to work holidays?

Police Communication Officers are considered a critical employee and a 24/7 operation, including holidays and weekends. If your shift falls on a holiday or weekend, you are required to work.

Are overtime opportunities available? Will I be required to work overtime?

Once you have completed training, overtime will be offered if its available. You are subject to recall at any time to cover leave.

If you have any additional questions, please refer to the job description or contact our Recruiter at 301-609-5933.