



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 STATION TECHNICIAN I

Division: Support Services
Section: Communications
Pay Grade: 107
FLSA Status: Non-Exempt
Classification: Full-Time
Updated on: December 2023

JOB SUMMARY

This **critical** position involves entry level work relative to the reception of visitors and receiving, routing, and transmitting information by way of computer terminal or other communication equipment. The employee is required to work a rotating schedule on an assigned shift. Assignments are performed according to established policies and procedures and applicable Federal Communications Commission (FCC) regulations. The employee receives general supervision from, and reports directly to, the **Police Station Supervisor**.

ESSENTIAL JOB FUNCTIONS

- Receives, from various input sources, information regarding emergency (911) and routine situations which may require police presence.
- Enters appropriate information (situation, location, etc.) into the Agency Computer Aided Dispatch (CAD) system, ensuring proper incident category and level of response are indicated.
- Forwards information to the Police and/or Fire-Emergency Medical Service (EMS) Communications Section as quickly as situation deems appropriate.
- Updates new and relevant information into the CAD system event file as it is received.
- Answers telephone calls for Agency personnel, transfers to appropriate person, or accurately takes messages and makes proper distribution.
- Greets and assists visitors, signs in those visiting other parts of the assigned district station, issues appropriate level of visitors' badges, and monitors the sign in/out log.
- Interacts with assigned officers from all divisions of the Agency and the Town of La Plata Police units, through telephone.

- Retrieves data from the CAD system for patrol officers and other Agency personnel.
- Retrieves public information for citizens (accident information, incident numbers, identification of officer(s) who responded, etc.).
- Processes applications and respective payments from citizens requesting copies of police reports, explaining process to requestor; forwards documents to the Records Management Section.
- Processes applications and respective payments from citizens requesting civil service paperwork, explaining process to requestor; forwards documents to the Civil Unit.
- Researches, updates, and retrieves appropriate data from the Maryland Electronic Telecommunication Enforcement Resource System (METERS)/National Crime Information Center (NCIC) computer system.
- Researches Maryland Vehicle Administration (MVA) computer files for information requests received from officers.
- Provides pertinent information concerning vehicle ownership, current licensing status, insurance information, etc., to requesting officers through verbal communications and/or printed documentation.
- Distributes interoffice mail and messages.
- Updates information posted in squad rooms and bulletin boards at assigned district stations.
- Enters, maintains, and retrieves accurate vehicle impound information in the Agency computer system and file hard copy documents. Updates and removes appropriate information from the computer system; ensures required documentation is provided to obtain vehicle release by an officer and attach copies to the storage card.
- Processes hit requests, responses, locates, and recovery teletypes on stolen vehicles, as necessary.
- Responds to telephone inquiries from officers, Agency staff members, Maryland State Police (MSP), Maryland Transportation Authority (Bridge) Police, Naval Ordnance Station (NOS), and others.
- Confirms wants and warrants on persons identified by officers as possible wanted subjects. Locates, retrieves, and passes along documents to officers for service; clear warrants from the Agency computer system and METERS/NCIC, as appropriate.
- Faxes warrants to serve as detainers to other law enforcement or detention facilities on wanted subjects.
- Enters and updates Interim Protective Orders, Peace Orders, and ERPO's after hours. Complete Return of Service for orders once they are served.
- Responds to requests for information received from other counties, states, or district stations.
- Coordinates with other law enforcement agencies, such as the Maryland State Police (to include their helicopter units), Maryland Transportation Authority (Bridge) Police, Prince George's County Police, St. Mary's and Calvert County Sheriff's Offices, to facilitate the capture of suspects or handle traffic related situations including severe accidents, funeral processions, etc.
- Assists Police Communications personnel in obtaining additional assistance, as needed, from various other governmental and private agencies, to include, but not limited to, the Charles County Public Facilities, State Highway Administration (SHA), civilian towing companies, and local hospitals, when requested.
- Orders and maintains supplies for assigned district station.
- Attends and participates in training sessions and other meetings, as required.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma or an acceptable equivalency diploma (GED). One (1) year of computer and clerical experience which includes skills as a qualified typist, or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Licenses or Certifications:

- Must possess a valid driver's license.

Special Requirements/Qualifications:

- Must be able to be certified with Criminal Justice Information System (CJIS) for access into state and federal computer networks (METERS/NCIC).
- Must pass a typing test at a minimum of 25 words per minute.
- Must pass various clerical skills tests, to include spelling, grammar, data entry, and 10-key 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 work overtime and work varying hours on a rotating schedule including days, evenings, midnights, weekends, and holidays, as required.

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.
- Knowledge and experience with various levels of switchboard operations.
- 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 situations.
- Ability to learn names and locations of roads, buildings, and other landmarks in Charles County.
- Ability to provide quality service to the officers of Charles County and surrounding law enforcement communities.
- 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 potentially critical situations and 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 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.
- 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.
- Knowledge of principles and practices of customer service.
- Ability to operate a 2-way radio.
- Ability to communicate clearly and concisely, both verbally and written.
- 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.

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 enter and retrieve data from a variety of computer systems; read computer screens and be able to distinguish colors; manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting). Primary functions require sufficient physical ability and mobility to work in an office and dispatch center setting. To stand or sit for prolonged periods of time, to occasionally stoop, bend, kneel, crouch, reach, twist, to lift, carry, push and/or pull light to moderate amounts of weight, to operate office equipment requiring repetitive hand movement and fine coordination including keyboard, and to verbally communicate to exchange information.

WORK ENVIRONMENT

Work is performed primarily in an office setting with frequent interruptions and may be performed in an emergency services dispatch center setting with extensive public contact.