

Security and Emergency Services Community of Interest

2151 – Emergency Dispatching Series
Career Road Map & Training Strategy



Overview of the 2151 Emergency Dispatching Career Road Map and Training Strategy

The United States Marine Corps (USMC) Security and Emergency Services (S&ES) Community of Interest (COI) developed this career road map and training strategy to support 2151 – Emergency Dispatching Series professional development of technical competencies and training. This learning map consists of a group of competencies and proficiency targets aligned by job skill levels, which together define successful performance in the 2151 – Emergency Dispatching Series. Career road maps, combined with a training strategy, are essential resources for career development and useful for identifying the knowledge and skillsets needed to meet and/or enhance skills in this occupational series.

This competency-based career road map was developed based on guidance from the Office of Personnel Management (OPM) Position Classification Standard, OPM Grade Evaluation Guide and via working groups using 2151 leaders across the Marine Corps. Additional reference sources include the 2151 DoD Defense Civilian Personnel Advisory Service and previously developed USMC 2151 models incorporated as a baseline.

Career road maps are comprised of several components as described in Table 1 below:

Table 1. Components of a Career Road Map and Training Strategy

Competency Titles and Definitions	Describe the capabilities required within a position or job role.
Proficiency Targets	Define different levels of required performance (Entry, Journeyman, Supervisory, and Expert/Management) within a competency area.
Behavioral Indicators (BIs)	Examples of behaviors demonstrated, and activities performed by an individual that illustrate how a competency is demonstrated at varying levels of proficiency: Entry, Journeyman, Supervisor, and Expert/Management.
Career Progression	<ul style="list-style-type: none"> • Career Paths and Progression: Provides employee with examples of the various career paths and progression from entry level employee to management level.
Training	<ul style="list-style-type: none"> • Core: Initial training that all personnel should have from entry to senior levels. • Core-Plus/Leadership: Advanced and leadership training that is necessary for career progression and is recommended for mid-level and senior personnel in addition to core training. • Career Enhancing/Sustainment: Training intended to maintain credentials or a good training course to have, but not necessary for career advancement.

Emergency Dispatching Series Defined

This series is an essential component of emergency and disaster response and recovery efforts and operates in a 24/7/365 public safety ecosystem. Public Safety Telecommunicators are the *first* first responder, serving as the vital communications link between the public requiring aid and emergency services response. These positions work independently in a high-stress environment while receiving and analyzing emergency 9-1-1 and administrative requests for emergency services, including law enforcement, fire, and emergency medical services. Incoming requests for service are triaged and processed utilizing an in-depth knowledge of regulations, protocols, and specialized public safety and emergency communications systems, including, but not limited to: call-handling equipment, computer-aided dispatch software, logging recorders, land mobile radios, and alarm systems to deploy, monitor, track, and coordinate other emergency response personnel and supporting resources (i.e., mutual aid) with the objective to mitigate risk, loss of life, and negative outcomes from all hazards and threats.

Competency Areas

Five competencies have been identified for successful performance in the 2151 – Emergency Dispatching Series:

1. Emergency Dispatch Operations
2. Incident Data Gathering and Analysis
3. Public Safety Communications
4. Public Safety/Emergency Technology Application
5. Public Safety/Emergency Communications Technology

Proficiency and Skill Band Definitions

The Proficiency Rating Scale (Table 2) below details the rating given for each level of proficiency and its corresponding definition. Proficiency levels describe the degree of competency required to perform a specific job successfully; these levels relate to the work required for a specific job. Different jobs require different levels of proficiency for successful performance. The proficiency levels provided in this learning map indicate the minimum proficiency target for successful performance.

Table 2. Proficiency Rating Scale

1	Basic	No Proficiency	Conceptual Knowledge Only/No Experience
2	Applied	Low Proficiency	Able to Apply with Help
3	Intermediate	Moderate Proficiency	Able to Apply Autonomously
4	Advanced	High Proficiency	Proficient/Able to Help Others
5	Expert	Very High Proficiency	Expert Knowledge

The USMC Security and Emergency Services COI has outlined a career progression structure that accurately reflects the change in abilities and responsibilities over time. That structure is called the Skill Level Structure (Table 3). It is associated with each occupational series and follows a public safety telecommunicator from the time he or she is an entry-level employee until he or she attains the level of a management employee. Career progress in the Marine Corps has traditionally been based on the federal government pay schedule system. The ratings within the pay schedule system are associated with Job Skill Levels within the 2151 – Emergency Dispatching Series as follows:

Table 3. Skill Level Structure

Job Skill Level	Definition	Job Titles Within Skill Levels	Pay Plan	Beginning Grade	Target Grade
1	Entry	Public Safety Telecommunicator	GS	5/6/7	7
2	Journeymen	Shift Supervisor	GS	8/9	9
3	Supervisory	EDC Supervisor	GS	10/11	11
4	Management	Regional Director	GS	12/13	13

Table 4. Advancing Levels of Expertise within the 2151 – Emergency Dispatching Series

Level 1	Level 2	Level 3	Level 4
Entry (GS-5/6/7)	Journeymen (GS-8/9)	Supervisory (GS-10/11)	Management (GS-12/13)
At the entry level, incumbent is responsible for performing basic public safety telecommunicator (PST) duties under the supervision of a communications training officer (CTO). Training includes online study, equipment/capability on-the-job training (OJT), and completion of basic public safety telecommunicator certifications. Training incorporates emergency medical dispatch (EMD), fire service dispatch (FSD), law enforcement dispatch (LED), National Crime Information Center (NCIC), and National Incident Management	At the journeyman level, the incumbent is responsible for applying knowledge and understanding of basic PST duties, CTO certification, relevant laws, and regulations, as well as performing duties and responsibilities without supervision.	At the supervisory level, the incumbent is responsible for managing the work and activities of public safety telecommunicators and possessing advanced knowledge and understanding of relevant laws and regulations, as well as for directing project and/or program activities. Incumbent possesses additional certifications in 9-1-1 Center Supervisor and Call Assessment.	At the management level, the incumbent is responsible for managing the day-to-day work and activities of public safety telecommunicators. Incumbent possesses expert knowledge and understanding of relevant laws and regulations, directs project and/or program activities, and possesses additional management and supervisory skills.

<p>System (NIMS) certifications. The incumbent learns and builds understanding of relevant laws and regulations.</p>			
<p>Desired Academic Credentials High School Graduate</p>	<p>Desired Academic Credentials AA/AS Degree in Public Safety Admin/Emergency Management/Business Management/Human Resources or equivalent</p>	<p>Desired Academic Credentials BA/BS Degree in Public Safety Admin/Emergency Management/Business Management/Human Resources or equivalent</p>	<p>Desired Academic Credentials Graduate Degree in Public Safety Admin/Emergency Management/Business Management/Human Resources or equivalent</p>
<p>Experience 1 year of specialized experience equivalent to the GS-4 level where work is in or directly related to the line of work of the position.</p>	<p>Experience 1 year of specialized experience equivalent to the GS-6 level where work is in or directly related to the line of work of the position.</p>	<p>Experience 1 year of specialized experience equivalent to the GS-8 level where work is in or directly related to the line of work of the position.</p>	<p>Experience 1 year of specialized experience equivalent to the GS-11 level where work is in or directly related to the line of work of the position.</p>
<p>Training: Core Public Safety Telecommunicator CORE Training Sustainment (Annual/Semi Annual)</p>	<p>Training: Core Public Safety Telecommunicator CORE Training Sustainment (Annual/Semi Annual)</p> <p>Core Plus/ Leadership 9-1-1 Center Supervisor Program Certification CTO Certification Call Assessment Certification</p>	<p>Training: Core Public Safety Telecommunicator CORE Training Sustainment (Annual/Semi Annual)</p> <p>Core Plus/ Leadership Center Manager Certification Program (CMCP) Emergency Number Professional (ENP) Certification NIMS 300, 400</p>	<p>Training: Core Public Safety Telecommunicator CORE Training Sustainment (Annual/Semi Annual)</p> <p>Core Plus/Leadership Additional Management & Supervisory skills as determined by the position</p>

Career Progression

The 2151 – Emergency Dispatching Series offer various career paths and progression for the entry-level public safety telecommunicator to consider as he or she moves through the Job Skill Levels: Entry, Journeyman, Supervisory, and Management. Each public safety telecommunicator should work with his or her supervisor for guidance. Table 5 provides *examples of* career paths and progression in the 2151 – Emergency Dispatching Series:

Table 5. Career Path Progression Examples

ENTRY GS-5/6/7	JOURNEYMAN		SUPERVISORY		MANAGEMENT	
	GS-8	GS-9	GS-10	GS-11	GS-12	GS-13
	Shift Supervisor	Shift Supervisor	EDC Supervisor	EDC Supervisor	Regional Director	Regional Director

Behavioral Indicators (BIs)

It is important to define how competencies are manifested at different skill levels. Behavioral Indicators (BIs) are objective on-the-job examples of behaviors and activities that illustrate how a competency is demonstrated at varying proficiency levels and provide an objective description of the behavior that can be observed in an individual as evidence that he or she either has or does not have the skills at the required level needed for the competency. These are examples of what the competency could look like at varying skill levels and are not inclusive of all behaviors demonstrating the competency for each skill level. This information is provided as a tool to help guide evaluations of employee proficiency; however, it should not be used as a checklist for employees' behaviors.

Training

Tables 6 and 7 define the training courses within the 2151 – Emergency Dispatching Series. Training is aligned to job roles and grade levels. Training titles and vendors are subject to change as the courses evolve. There are several external resources (e.g., Federal, State, local, not-for-profit, and private) that provide a variety of training opportunities to all Marine Corps civilian personnel for professional knowledge and skill development. Individuals should work with their supervisors for approved training courses available to them and to determine the best training courses for each

position and for career progression. These training lists are to be used as a guide for professional development purposes, are only provided as recommendations, and may not encompass all training available to the 2151 – Emergency Dispatching Series.

Table 6. Core Training by Job Role

Core Training	Public Safety Telecommunicator (GS-5/6/7)	Shift Supervisor (GS -8/9)	EDC Supervisor (GS-10/11)	Regional Director (GS-12/13)
American Disabilities Act (ADA) Basic Building Blocks	•	•	•	•
Cardiopulmonary Resuscitation (CPR)	•	•	•	•
Emergency Medical Dispatch (EMD)	•	•	•	•
Fire Service Dispatch (FSD)	•	•	•	•
Hazardous Materials (HAZMAT) Awareness	•	•	•	•
Law Enforcement Dispatch (LED)	•	•	•	•
Local Training Curriculum (SOP specific)	•	•	•	•
National Crime Information Center (NCIC) Operator Training	•	•	•	•
National Incident Management System (NIMS) 100, 200, 700, 800	•	•	•	•
Public Safety Telecommunicator Training Certification	•	•	•	•
Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY) Training	•	•	•	•

**Initial training that all personnel should have in related position from entry to senior levels.*

***Refer to MCICOMO 3502 Marine Corps Emergency Dispatch Services (EDS) Training and Certification Program for specific training requirements.*

Table 7. Core Plus/Leadership Training by Job Role

Core Plus / Leadership Training	Public Safety Telecommunicator (GS-5/6/7)	Shift Supervisor (GS-8/9)	EDC Supervisor (GS 10/11)	Regional Director (GS-12/13)
9-1-1 Center Supervisor Program Certification		•	•	•
Communications Training Officer (CTO) Certification		•	•	•
Call Assessment Certification		•	•	•
Center Manager Certification Program (CMCP)			•	•
NIMS 300, 400			•	•
Emergency Number Professional (ENP) Certification			•	•
Additional Management and Supervisory Skills			•	•

*Core Plus/leadership training that is necessary for career progression from entry level (Public Safety Telecommunicator) through management (Regional Director).

**Refer to MCICOMO 3502 Emergency Dispatch Services (EDS) Training and Certification Program for specific training requirements.

Competency Model

COMPETENCY	DEFINITION			
1. Emergency Dispatch Operations	Receives, processes, and manages non-emergency/emergency calls for service in a 24/7/365 public safety communications center in order to dispatch personnel and resources (equipment, vehicles, and supplies) following operational protocols and guidelines; provides pre-arrival instructions for law enforcement (LE), EMS, and Fire incidents; monitors and relays critical information, dispatches/initiates emergency response personnel and resources; and facilitates communications to and between internal and external emergency responders.			
	MINIMUM PROFICIENCY TARGET LEVELS			
Job Skill Level 1: Entry GS-5-7	Job Skill Level 2: Journeyman GS-8-9	Job Skill Level 3: Supervisor GS-10-11	Job Skill Level 4: Management GS-12-13	
2	3	4	5	
BEHAVIORAL INDICATORS				
Entry	<ul style="list-style-type: none"> • Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems • Communicates clearly, concisely, and effectively; relays details accurately; listens actively; thinks and acts quickly • Knowledge of Emergency Dispatch Services policies, procedures, guidelines, and incident response protocols • Knowledge of the military organization, structure, and protocols • Familiarization with various emergency and disaster response and recovery organizations, units, vehicles, and equipment sets, including military and civilian resources • Familiarization with different types of incidents, locally identified hazards and threats and their prioritization • Maintains situational awareness of current events and information to inform/make risk-based decisions and coordinate appropriate incident response resources given a scenario • Receives and responds effectively and efficiently to a high volume of telephone and radio communications • Utilizes EMD card sets and/or specialized Computer Aided Dispatch (CAD) integrated software and protocols • Collects, consolidates, queries, records, and disseminates incident information within a CAD system and through emergency communications systems (e.g., land mobile radio, FirstNet devices) • Coordinates mutual-aid resources with mission partners • Provides guidance and/or referrals for nonemergency situations or inquiries 			
Journeyman	<ul style="list-style-type: none"> • Prioritizes and allocates resources based on established guidelines and incident response protocols • Performs multiple Emergency Dispatch Services tasks and operations simultaneously • Determines location of and call back number of reporting parties, appropriate jurisdiction, and response type • Develops responses to unique incidents where no protocols provide guidance • Makes independent decisions based on the situation and identifies alternative solutions • Knowledge of mass casualty incident operations and the ability to make rapid and effective decisions 			

	<ul style="list-style-type: none"> • Knowledge of the National Response Framework (NRF) and NIMS command structure, documentation, and process • Knowledge of the organizational structure, equipment, functions, and procedures for the FSD, EMD, and LED to dispatch appropriate equipment and personnel in emergency situations • Knowledge of a broad range of emergency communications and dispatch operating techniques, policies, and procedures to define, coordinate, plan, and satisfy user requirements for communications and dispatching equipment, system, and services • Knowledge of the Incident Command System (ICS), NIMS, and Title II of the American Disabilities Act (ADA) as it relates to Public Safety Communications
<p>Supervisor</p>	<ul style="list-style-type: none"> • Advanced knowledge of a broad range of emergency communications and dispatch operating techniques, policies, and procedures to define, coordinate, plan, and satisfy user requirements for communications and dispatching equipment, systems, and services • Skill in performing assignments under extremely high-stress conditions during emergencies and the ability to remain calm and make effective decisions under stress • Develops and maintains emergency dispatch guides and resources (e.g., turnover folders, desktop procedures, notification lists) • Manages workload in response to concurrent incidents and normal operations • Maintains working relationships with local and state 9-1-1 authorities
<p>Management</p>	<ul style="list-style-type: none"> • Directs, supervises, and manages operations of the Regional EDCs through subordinate Center Supervisors • Develops performance standards • Develops policies and procedures for dispatch operations • Works with LE, EMS, and Fire personnel to develop emergency response protocols and policies • Manages communications and coordination with internal and external emergency services and stakeholders • Establishes and maintains working relationships with local and state 9-1-1 authorities • Maintains installation’s EDC information in the Federal Communications Commission (FCC) and National Emergency Number Association (NENA) Public Safety Answering Point (PSAP) registry Databases • Ensures development of a Continuity of Operations (COOP) plan and ensures the public safety communications center continue to perform essential emergency functions during a broad range of circumstances • Develops incident response plans, policies, and capabilities for the networks, personnel, and user equipment that prevent expansion of the event, mitigate its effects, and eradicate the incident • Conducts resource planning to support programming, budgeting, and execution requirements

<p>COMPETENCY</p>	<p>DEFINITION</p>
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<p>2. Incident Data Gathering and Analysis</p>	<p>Executes effective data gathering approaches by accessing law enforcement and public safety information systems (NCIC, local/state crime information network, Marine Corps Criminal Law Enforcement Operations Center [CLEOC], Fire Alarm Reporting System [FARS], CAD); analyzes complex problems and interprets incident data to triage calls, prioritize incidents and resources, properly categorizing incident type and initiate the correct emergency resources; applies critical thinking to coordinate available resources and form alternate solutions and recommendations; follows established policies, protocols, and procedures, adheres to federal regulations and privacy laws for disclosure of sensitive information, and Health Insurance Portability and Accountability Act (HIPPA) and Personally Identifiable Information (PII) to reduced risk and liability to the organization and first responders</p>			
<p>MINIMUM PROFICIENCY TARGET LEVELS</p>				
<p>Job Skill Level 1: Entry GS-5-7</p>	<p>Job Skill Level 2: Journeyman GS-8-9</p>	<p>Job Skill Level 3: Supervisor GS-10-11</p>	<p>Job Skill Level 4: Management GS-12-13</p>	
<p>2</p>	<p>3</p>	<p>4</p>	<p>5</p>	
<p>BEHAVIORAL INDICATORS</p>				
<p>Entry</p>	<ul style="list-style-type: none"> • Queries databases and information systems to extract relevant and time sensitive information for dissemination to support incident and emergency response and recovery efforts • Makes critical analysis based on extracted data to provide direction, guidance, and recommendations to incident commanders, field responders, and mutual aid partners • Understands the sensitive nature of law enforcement, HIPPA, and PII data as it pertains to data security and dissemination • Analyzes incident and operational data (e.g., incident response plans and CAD maps) to determine the availability of emergency response and recovery resources • Uses established data gathering processes and technological tools (e.g., Mass Warning Notification System [MWNS], FARS, CAD, and MCICOM Common Operation Picture [MCOP]) 			
<p>Journeyman</p>	<ul style="list-style-type: none"> • Extracts relevant and time sensitive data from multiple sources (e.g., incident reports, radio data, E911 phone data, national/state/local law enforcement databases) to prepare records for public safety service requests • Understands the information assurance role and responsibilities of data gathering, data security, and appropriate dissemination • Analyzes complex law enforcement information (e.g., wants/warrant, BOLOs, missing/endangered persons, debarments, installation driver status) from law enforcement systems Implements effective communication strategies to capture incident data based on situational need, investigative activities, and statistical data analysis • Ability to communicate complex public safety communications data to provide extensive suggestions for improvement and recommendations to leadership and other stakeholders as needed 			

Supervisor	<ul style="list-style-type: none"> • Proficient in performing incident data gathering under extremely stressful conditions, demonstrates the ability to remain calm, and makes quick effective decisions • Collects and analyzes incident data from multiple public safety communications records management systems (e.g., E911, ELMR, CAD Records Management System [RMS], MCFIRS) to develop audit and compliance reports (e.g., Call statistics report, Demand analysis, Chronological Report) • Creates and provides feedback of Emergency Medical Dispatch (EMD) Quality Assurance (QA) Summary form, submits to appropriate organization and conducts incident trend analysis for training purposes • Identifies and recommends solutions for problems where there are multiple affected emergency response stakeholders and competing priorities or interests • Conducts thorough incident data analysis of existing departmental policies and procedures for relevancy or potential impact on emergency responses; provide recommendations to leadership based on the organizations changing needs
Management	<ul style="list-style-type: none"> • Knowledge and understanding of laws, protocols, and regulations relevant to incident data gathering, data security, and dissemination to create local policies and standard operating procedures • Manages multiple, concurrent incident data gathering efforts; consolidate findings to inform leadership and stakeholders of any public safety and emergency response issues • Evaluates alternatives and provides recommendations to incorporated into larger strategies to solve problems and improve emergency response and coordination • Performs custom incident data analyses based on organizational requirements or requests • Provides Law Enforcement records (e.g., CLEOC, NCIC, NLETS, etc.) to requesting internal Law Enforcement organizations (e.g. NCIS, CDI, etc.) and performs statistical analysis on historical/archived incident data

COMPETENCY	DEFINITION		
3. Public Safety Communications	Screens incoming calls to quickly identify and categorize requests for non-emergency and emergency services, demonstrating professionalism while determining if call is received from landline or wireless phone, text, or video; maintains communication during life-threatening emergencies, provides public safety and lifesaving instructions, calms, reassures, and verbally screens callers to interpret, evaluate, and anticipate the probable risks during emergency response situations in order to mitigate escalating issues; communicates clearly, concisely, and effectively; relays details accurately; listens actively; thinks and acts quickly.		
MINIMUM PROFICIENCY TARGET LEVELS			
Job Skill Level 1: Entry GS- 5-7	Job Skill Level 2: Journeyman GS-8-9	Job Skill Level 3: Supervisor GS-10-11	Job Skill Level 4: Management GS-12-13
2	3	4	5
BEHAVIORAL INDICATORS			

<p style="text-align: center;">Entry</p>	<ul style="list-style-type: none"> • Answers emergency and non-emergency calls for service gathering preliminary and complex public safety information received through various communications methods (e.g., landline, wireless phone, VoIP device, text messages, radios, multimedia messages [picture, video clip], and TTY/TDD) • Applies relevant knowledge of EDC rules, regulations, and MCO policies to determine the appropriate action and initial response to incident location • Uses specialized EDC communication equipment (e.g., E911, multi-channel radio consoles, MCIC terminals) to transmit public safety and administrative information • Analyzes, interprets, and applies the appropriate method to communicate information quickly and accurately • Communicates basic ideas, information, and thoughts in a clear and concise manner to LE, EMS, Fire, local mutual aid partners, and supervisors • Skilled in oral communication to elicit and explain crucial public safety information and establish rapport with the caller • Provides liaison support and assist in coordinating joint response with LE, EMS, Fire, and other emergency response resources from mutual aid partners • Utilize established questioning and active listening techniques with callers and emergency responders to obtain accurate information and respond efficiently to situations; responds to routine requests for information
<p style="text-align: center;">Journeyman</p>	<ul style="list-style-type: none"> • Manages requests answered from multiple sources (e.g., LE, EMS, Fire) requiring services or assistance and makes decisions based on incoming and updated information • Prioritizes incoming calls for service and determines classification (e.g., LE, EMS, Fire) based on established protocols and training • Coordinates the needs of internal stakeholders and facilitates communications between LE, EMS, and Fire services or in routine situations • Simultaneously prioritizes, initiates, and coordinates multiple responses and manages the flow of information to and from field units and public safety resources • Uses logic and reasoning to identify potential risk and impact of emergency situations to resolve incidents or assess approaches to incidents • Confers with various public safety and administrative personnel to obtain/provide information on specific problems, programs, or functions • Performs crisis intervention and effectively communicates instructions (e.g., EMD) with distraught callers in high-risk and highly stressful situations • Identifies emergency situations and quickly responds to nonverbal communications in which the caller or first responder is unable to articulate the situation
<p style="text-align: center;">Supervisor</p>	<ul style="list-style-type: none"> • Knowledge of FCC rules governing radio transmission and the release of confidential information • Provides advice, counsel, or instruction to staff relating to operational performance and administrative matters to ensure organizational needs and requirements are met

	<ul style="list-style-type: none"> • Evaluates routine and complex public safety situations and exercise appropriate judgment to determine priorities and resolve issues. Provides some preliminary investigation to identify immediate risks that impact the course of action taken • Plans and organize daily work routine to be accomplished by EDC staff and sets short term priorities for the completion of work; evaluate staff's performance to ensure timely completion • Provides guidance, advice, and instruction to other public safety telecommunicators in determining the appropriate action and response to emergency and administrative matters • Skill in oral communications to elicit and explain information to LE, EMS, and Fire personnel, local government officials, command staff, and the general public • Coordinates public safety communications for interoperability with LE, EMS, Fire personnel, EOD, and mutual aid partners to assist in joint response efforts • Coordinates with the Emergency Dispatch Center Supervisor to address potential problems and changes that affect EDC operations and provide appropriate recommendations
<p style="text-align: center;">Management</p>	<ul style="list-style-type: none"> • Develops employee performance standards (e.g., Individual Development Plan [IDP]) and provides appraisal on their performance • Writes EDC policies and procedures regarding emergency dispatch communications and provides recommendations on emergency plans and EDC operations • Ability to establish and manage effective emergency dispatch training programs, create benchmarks for standards of quality and identify training which impacts the operations of 911 systems • Communicates complex EDS program-related information (e.g., QA/QI and performance related results) to the LE, Fire, and EM Directors • Advises and confers with the LE, Fire, and EM Directors on a range of issues having to do with public safety polices, technical communications and emergency dispatch equipment (e.g., CAD, ELMR, MDCs), protocols, best practices, and after-action assessments of dispatch operations conducted by regional EDCs • Presents highly complex and innovative solutions regarding public safety, suggests extensive analysis and expertise for the overall improvement to the EDS program, and recommends solutions to the MCICOM G-3 to assist in eliminating inefficiencies

COMPETENCY	DEFINITION
<p>4. Public Safety/Emergency Technology Application</p>	<p>Operates technologically advanced public safety communications systems comprised of multiple computer systems, to include CAD software, geographical information systems (GIS), state and federal databases, call handling devices including TDD/TTY, text-to-911 sessions, and Fire Alarm Reporting Systems, as well as communications systems such as radio dispatch consoles and audio/visual recording systems; uses computers and computer applications to analyze and communicate public safety information.</p>
<p>MINIMUM PROFICIENCY TARGET LEVELS</p>	

Job Skill Level 1: Entry GS-5-7	Job Skill Level 2: Journeyman GS-8-9	Job Skill Level 3: Supervisor GS-10-11	Job Skill Level 4: Management GS-12-13
2	3	4	5
BEHAVIORAL INDICATORS			
Entry	<ul style="list-style-type: none"> • Ability to input incident data quickly and accurately into the CAD system • Effectively extract critical time sensitive data from various public safety communication computer information systems • Knowledge and application of various emergency communications and emergency dispatch technologies and systems • Utilizes LE and public safety technology to perform routine calls for service with the direction of supervisors • Utilizes desktop/office applications (e.g., email) and equipment (e.g., printers, faxes) • Performs basic troubleshooting of dispatch workstation software • Performs daily testing of all public safety communications equipment to ensure operational readiness 		
Journeyman	<ul style="list-style-type: none"> • Operates public safety communications computer systems (e.g., CAD) during routine and high stress conditions to track and respond to incidents • Effectively utilizes various public safety communications and emergency dispatch technologies and systems (e.g., TDD/TTY, alarms, multi-channel radio consoles, mass notification/alert systems, reverse 911 systems, language translation services) • Identifies and recognizes exceptions and anomalies in systems and takes the appropriate action for notification • Identifies, selects, and applies appropriate LE and public safety technology to perform moderately complex tasks • Identifies malfunctions of emergency communications equipment and requests appropriate maintenance from service facilitator 		
Supervisor	<ul style="list-style-type: none"> • Recommends changes to public safety operational technologies for improvements to management • Analyzes data to identify trends or systemic issues in public safety communications systems and initiates corrective action • Provides instructions and guidance to others in the use of public safety communications systems and technologies within the EDC • Manages user accounts, profiles, and system access to all public safety communication systems 		
Management	<ul style="list-style-type: none"> • Stays current and informed about changes and updates in public safety technology and recommends, selects, and applies public safety technology to perform complex tasks • Applies knowledge of communications equipment, theory, training, and procedures to provide supervision, technical guidance, and direction to EDC Supervisors • Identifies public safety communications equipment/application requirements to ensure the department remains compliant as technology changes 		

	<ul style="list-style-type: none"> • Manages user accounts, profiles, and systems access for multiple LE and public safety software applications • Manages emergency dispatch operations, which includes training personnel, creating benchmarks for standards of quality, testing of public safety communications equipment, functioning of the systems and/or operations to check for inefficiencies and finding solutions to eliminate them • Coordinates with Federal/state/local E911 authority board personnel, Fire, LE, and EM leadership and advises them on issues of public safety communications operations and personnel, to include review of completed emergency and administrative calls for service, quality of performance, and need for improvements in training, emergency communications procedures, and upgrade of communications hardware/software to meet operational necessities
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COMPETENCY	DEFINITION			
5. Public Safety/Emergency Communications Technology	Understands voice, data, video, and other public safety communications technologies; understands and evaluates various public safety technology systems such as CAD, call-handling equipment (CHE), logging recorder systems, radio technology, alarms, etc.; possesses awareness of emerging technologies and new developments in public safety telecommunications.			
MINIMUM PROFICIENCY TARGET LEVELS				
Job Skill Level 1: Entry GS-5-7	Job Skill Level 2: Journeyman GS-8-9	Job Skill Level 3: Supervisor GS-10-11	Job Skill Level 4: Management GS-12-13	
2	3	4	5	
BEHAVIORAL INDICATORS				
Entry	<ul style="list-style-type: none"> • Demonstrates the basic knowledge and application of public safety telecommunications function (e.g., landline, cell phone, VoIP device, text messages, radios, and multimedia messages, and TTY/TDD) • Able to research and utilize essential public safety communications technology reference materials to aid in providing emergency response • Knowledge and operation of various public safety communications methods (e.g., E-LMR, CAD messaging) between military and civilian emergency dispatch centers (e.g., public safety communications' center or PSAPs of surrounding jurisdictions) and emergency response personnel • General knowledge of the different types and features of 911 telecommunication systems (e.g., wireless, wire line, VOIP, PBX) • General knowledge of Automatic Number Identification (ANI) and Automatic Location Identification (ALI) to confirm location of emergency • Basic knowledge of CAD Geospatial Information System (GIS) and ability to geo-locate the ALI caller location for responding units 			
Journeyman	<ul style="list-style-type: none"> • Applies understanding of the public safety telephony network topology (e.g., E911 call path) to operate the network regarding emergency call receipt, call handling and related dispatch services 			

	<ul style="list-style-type: none"> • Notifies corresponding supervisor of planned network (e.g., PSNet) changes or interruptions to mitigate potential impact on EDC operations • Understands the impact of various public safety communications technologies within the EDC and the effect on decision making and public safety response (e.g., ANI, ALI, GIS) • Knowledge of the E911 call path network, voice, data, and video communications infrastructures, connectivity, and interoperability (e.g., call routing, supporting networks, radio patching, call transfers)
<p style="text-align: center;">Supervisor</p>	<ul style="list-style-type: none"> • Knowledge of emergency communications concepts, principles, and practices to plan, coordinate, review, analyze, and resolve public safety telecommunications vulnerabilities • Identifies evolving public safety communications requirements or needed improvements that could impact EDCs public safety communications technologies • Identifies alternatives and takes action to address failures in EDCs public safety communications infrastructures • Remains current and updated on new and emerging public safety technologies and the potential operational impact within the EDC
<p style="text-align: center;">Management</p>	<ul style="list-style-type: none"> • Advanced knowledge of a wide range of public safety communications concepts, principles, and practices to plan, coordinate, review, analyze, and resolve issues relating to EDCs emergency telecommunications • Approves standards and directives for use of public safety telecommunications technologies and services • Applies in-depth knowledge of the E911 network, voice, data, and video communications infrastructure to manage public safety telecommunications within the EDC

Appendix A. Acronyms Defined

Acronym	Definition
ADA	American Disabilities Act
ALI	Automatic Location Identification
ANI	Automatic Number Identification
CAD	Computer Aided Dispatch
CMCP	Center Manager Certification Program
COI	Community of Interest
COOP	Continuity of Operations
CPR	Cardiopulmonary Resuscitation
CTO	Communications Training Officer
DoD	Department of Defense
EMD	Emergency Medical Dispatch
EMS	Emergency Medical Services
ENP	Emergency Number Professional
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
FSD	Fire Services Dispatch
GIS	Geographic Information System
HAZMAT	Hazardous Material
LED	Law Enforcement Dispatch
NCIC	National Crime Information Center
NENA	National Emergency Number Association
NIMS	National Incident Management System
PBX	Private Branch Exchange
SOP	Standard Operating Procedures
TDD/TTY	Telecommunications Device for the Deaf/Teletypewriter
USMC	United States Marine Corps
VoIP	Voice over Internet Protocol