Department of Public Safety Hiring 9-1-1 Telecommunicators

Application Deadline: Friday, June 16, 2023

The Montgomery County Department of Public Safety is now recruiting motivated candidates for its next class of 9-1-1 Telecommunicator Trainees, to start paid training on or around July 17, 2023. 9-1-1 Telecommunicators receive calls for assistance from the public and dispatch police, fire, emergency medical units, and other public safety resources.

The starting salary during initial training is $39,382.74. After successful completion of classroom training (approx. 12 weeks), the salary increases to $45,600.90. Upon certification, which most staff reach approximately six months after their first day on the job, the salary increases to $50,400.91. The position is also eligible for a sign-on bonus, equal to 10% of the initial starting salary. The County offers an excellent benefits package, which includes:

- **Comprehensive Healthcare Coverage**: medical, dental, vision, and prescription drug coverage; employer-paid life, accidental death & dismemberment, and long-term disability insurance; numerous optional supplemental insurance programs; Healthcare and Dependent Care Flexible Spending Accounts (FSAs); and health and wellness support programs

- **Generous Annual Leave & Vacation**: 80 hours of vacation (increasing to 120 hours after five years of service), 40 hours of personal time, 96 hours of sick leave, 11 paid County holidays and additional leave for bereavement, military service, jury duty, and other circumstances

- **Paid Parental Leave**: six weeks per child which is not charged against the employee's accrued time off (leave can be extended to 12 weeks total under FMLA using PTO/unpaid leave)

- **Pension & Retirement Savings**: pension plan and optional 457B Deferred Compensation Plan

- **Employee Tuition & Higher Education Benefits**: up to $5,250 a year in education reimbursement, plus two-for-one tuition at the Montgomery County Community College

- **Federal Public Service Loan Forgiveness**: qualifying employer

Applicants must have a high school diploma or equivalency and no record of criminal convictions. Other minimum qualifications include: excellent interpersonal, oral, and written communication skills with the ability to complete those skills successfully in high stress situations; adequate computer and typing knowledge; a valid driver’s license; and the ability to work various shifts including night shift, weekends, and holidays.

The application deadline is **Friday, June 16, 2023**. To apply or read the complete job description, visit [https://www.governmentjobs.com/careers/montcopa/jobs/4018949/9-1-1-telecommunicator-trainee](https://www.governmentjobs.com/careers/montcopa/jobs/4018949/9-1-1-telecommunicator-trainee).

With questions, email publicsafety@montgomerycountypa.gov, call (610) 631-6500, or visit [https://montgomerycountypa.gov/4164/Join-Our-Team](https://montgomerycountypa.gov/4164/Join-Our-Team).
Department of Public Safety Personnel Changes

**Jamie Kreidler** is the Department of Public Safety’s new Logistics Program Manager. In her role, she will be responsible for the day-to-day logistics for DPS and Montgomery County Office of Public Health field response, inventory and supply chain management, and emergency asset deployment. In addition, she will be developing mission-ready packages for use throughout the County. Jamie has worked as a career firefighter for the past 8 years, previously in South Carolina and Pottstown, and most recently for Boeing in Philadelphia. She is currently working on her Master’s Degree in Emergency Services from Embry Riddle Aeronautical University. Jamie lives in Easton, PA with her dog Murphy.

Jamie.Kreidler@montgomerycountypa.gov
Logistics Warehouse/Special Operations Substation
(610) 278-5901

As Senior Intelligence Analyst, **Rebecca (Becca) Lee** will be aiding in developing and maintaining the Emergency Medical Overdose Surveillance System (EMODSS) with an emphasis on providing actionable analytics from the program to the public safety community. She previously worked as a per-diem vendor with DPS to help coordinate the homebound vaccine program and will continue with this responsibility in addition to her EMODSS work. Becca obtained her Bachelor of Science in Biology at Temple University, with a concentration in genomics and evolution. Before joining DPS, Becca had significant experience as a patient care technician at a Level II trauma center in Philadelphia. She continues her clinical EMS practice as a volunteer EMT at a progressive, high-volume, high-acuity 9-1-1 EMS agency. Throughout her career, Becca has worked and volunteered in medical documentation, science education, and public health. She is passionate about art, movies, and addressing the social determinants of health. She is excited to become a full-time member of the DPS team.

Rebecca.Lee@montgomerycountypa.gov
Emergency Operations Center
(610) 631-3096

**Kevin Rairdon** was recently promoted to the position of Assistant Director for Emergency Communications Operations where he will oversee the day-to-day operations of the Emergency Communications Center. Kevin began his career in Montgomery County in 2009 as a 9-1-1 Telecommunicator. In 2014, he was promoted to Supervisor in the Communications Center and has served in that role for the last nine years. In 2015, Kevin was appointed as the Coordinator of the Tactical Communications Team, which is composed of specialized telecommunicators who support the communication and coordination of major incidents within the County. He was also responsible for overseeing the fleet of Field Communications vehicles that the team responds with. Kevin lives in Upper
Gwynedd Township and the majority of his free time is spent with his wife and two- and four-year-old children.

**Kevin.Rairdon@montgomerycountypa.gov**
Emergency Operations Center
(610) 631-3078

**Brad Reinert** was recently hired as the Deputy Director for Technology and will oversee the Department’s Technology Division. Brad spent the last five years managing the Amtrak Police Department’s National Communications Center, where he oversaw daily operations and managed various technology projects for the agency. Prior to that position, Brad was the Assistant Deputy Director for 911 Communications in Chester County. Additionally, Brad previously worked for the Department of Public Safety as a 9-1-1 Supervisor in the Communications Center and on the Tactical Communications Team. He lives in Pottstown Borough with his wife Marisol, son Kevin, and their two dogs Brody and Scout.

**Brad.Reinert@montgomerycountypa.gov**
Emergency Operations Center
(610) 631-6515

**Brian Sarver** is the Department of Public Safety’s new Logistics Program Specialist. A long-time resident of Montgomery County, Brian started his career in emergency services back in 1992. Over the years, he has held many roles at various fire and EMS agencies, ranging from Basic Firefighter and EMT to Battalion Chief and Rescue Chief. Brian has also been a Deputy Emergency Management Coordinator for a municipality within Montgomery County, achieving his Basic Emergency Management Certification from PEMA. Despite recently starting as a full-time employee, Brian has worked part-time for the Department of Public Safety for years and continues to do so, both as a Rescue Specialist on the Urban Search and Rescue (US&R) Team and as a fire/rescue instructor at the Fire Academy. In addition, he is a water rescue instructor for the Pennsylvania Fish & Boat Commission. Brian is a millwright by trade and is a certified welder with experience in fabrication, facilities maintenance, and logistics.

**Brian.Sarver@montgomerycountypa.gov**
Logistics Warehouse/Special Operations Substation
(610) 631-6500

**Jonathan Serbin**, recently promoted to Mobile Integrated Health (MIH) Coordinator, will coordinate the MIH program and Montgomery County Overdose Response Team (MCORT), responding to situations involving substance abuse and mental crisis emergencies. Jon began his career in public service as a volunteer firefighter and gained interest in pre-hospital emergency medicine. After becoming an EMT, he later became certified as a Paramedic. Outside of the Department of Public Safety, Jon currently serves as a Battalion Chief at Narberth Ambulance and lives at home with his wife and their two sons. He enjoys coaching his son’s
baseball team, attending baseball games, and traveling. He looks forward to working side-by-side with the community and furthering his education.

Jonathan.Serbin@montgomerycountypa.gov
Emergency Operations Center
(610) 631-3079

**HazMat Team Trains in RIT Operations**

Throughout the month of May, the Department of Public Safety’s Hazardous Materials Response (HazMat) Team focused on training in RIT (Rapid Intervention Team) operations: rescuing their own in the event of an injury or other emergency situation.

There are numerous life safety hazards that HazMat Technicians may encounter when making an entry into IDLH conditions. These include but are not limited to running out of air or experiencing another issue with an SCBA during extended operations; loss of orientation in complex commercial or industrial facilities; slips, trips, and falls in limited visibility; dehydration and heat exhaustion while wearing bulky protective gear; and/or experiencing a rip, tear, or puncture in a member’s suit. These situations become even more complicated and resource intensive when they occur in a limited access area.

To start off the month, on Tuesday, May 2nd, members reviewed the team’s MAYDAY policy and then refreshed their skills using the FAST Rescue Solutions FAST Board to move “injured” members up and down an interior stairwell at the Public Safety Training Campus. This low-stress environment allowed members to try different strategies, critique evolutions, and discuss strengths and areas for improvement.

A few weeks later, on Saturday, May 20th, the team put this training into action in a scenario based on a real-world incident. A HazMat Technician (rescue dummy in the green Level A suit) had been working on top of a rail car to apply a C Kit and contain a leak. At some point during the operation, the technician experienced a medical emergency and lost consciousness.

Additional HazMat technicians, working in teams of four, utilized the FAST Board, a fire service extension ladder, and numerous Anderson Rescue Solutions Multi-Loop Rescue Straps to safely transport the injured member down to ground level. In a real situation, the technician would then be quickly decontaminated, have his or her protective gear removed, and be transferred to EMS.
US&R Team Trains in Confined Space and Collapse Rescue

In late April, the members of the Montgomery County Urban Search and Rescue (US&R) Team participated in a scenario-based confined space drill. The team was "dispatched" to a local university after three maintenance workers became trapped in an underground tunnel that allows utilities to run between buildings on the campus.

A maintenance supervisor told responders that the tunnels vary both in height (2-4’) and width (2-3’). In addition, the supervisor mentioned that water weeps from the walls regularly and that the lower end of the tunnel had a pump running due to recent rain. A trapped worker reported by phone that he could not move, felt cold, and that the wall looked like it was moving.

US&R quickly divided into two squads, after which a site survey was conducted by squad leaders. Members rapidly identified the location of the trapped workers and devised a rescue plan. Under the direction of the team’s Structure Specialist, members utilized both cribbing and Paratech struts to establish safe points of entry for the rescuers.

After reaching the workers, rescuers then had to contend with a large concrete slab, weighing approximately 1600 lbs., that was pinning the victims. This complicated matters significantly, as crush injuries had the potential to worsen after the removal of the heavy slab. Collaboration between rescue and medical specialists was critical to ensure the best possible patient outcomes. The rescue process continued until all three workers were safely removed from the tunnel.

Then, in mid-May, the team practiced two, three, and four post-shores. These types of shores are generally utilized to temporarily stabilize damaged structures and allow for safer entry for rescue operations.

The shores collect the calculated load using a header, which then transfers the load into the posts (wood) or Paratech struts. The load is then transferred again into a sole plate to spread the weight across the non-compromised floor. These shores, when installed correctly, provide some incredible load capacities. A typical 4x4 post less than 8 feet in height has a capacity of 8,000 lbs.

Since building collapses create situations in which structural members are never square or level, 6x6 beams were used to create simulated sloping ceilings for personnel to contend with. Pictured above during a briefing is Surf, who is currently training to become the team’s second live search canine!
Many thanks to Ben Russell from the Pennsylvania Department of Environmental Protection (DEP) for presenting on their Emergency Response Program during the Department of Public Safety’s April Emergency Management Coordinator monthly training/meeting!

Two DPS Emergency Management staff recently participated in NFPA 2400 UAS ProBoard Training in Conshohocken Borough. This course helps drone pilots build proficiency by utilizing an indoor flight course. While the members of the drone team are already certified as FAA Part 107 UAS pilots, completion of this training gives pilots an additional certification and ensures safer and more effective operations.

To recognize Montgomery County’s Emergency Medical Service providers on EMS Week (May 21st-27th), Department of Public Safety – EMS Division staff distributed 900 drink tumblers to the employees of more than 20 EMS agencies. This is just a very small token of appreciation for the lifesaving work that EMS providers do every day. Thank you for your service!
Building Fire Response Plan Workshops to be Held in June

On Wednesday, June 21st, the Department of Public Safety will host two workshops to discuss the regionalization and standardization of commercial and non-commercial building fire response plans. All Montgomery County fire companies are strongly encouraged to attend.

Both meetings will be held at the Public Safety Training Campus, located at 1175 Conshohocken Road, Conshohocken, PA 19428. The daytime workshop will start at 9:00 AM, while the evening workshop will start at 7:00 PM. Both meetings will discuss similar content; fire officers need only attend one meeting. Please limit attendance to two Chief Officers per company.

Along with Department of Public Safety representatives, Assistant Chief John Remillard of the Norristown Fire Department and Gladwyne Fire Company will be presenting some of the concepts based on procedures used in Fire Regions 4 and 6.

Fire Academy Updates Registration Form, Posts Act 155 Form

Course Registration Form

The Montgomery County Fire Academy has updated their Course Registration Form, the new version of which is available in the May 2023 Notices and on the Fire Academy’s website. Please note that a FEMA Student Identification (SID) number is now REQUIRED to register for a course. To register for or look up your FEMA SID, visit https://cdp.dhs.gov/femasid.

Act 155 Permission Form

In addition, the Pennsylvania State Fire Academy Act 155 Permission Form is now available online, as well as in the May 2023 Notices. With the passage of Act 155 of 2022, the minimum age to register for Interior Firefighter (ELIF, MCFA #4004) has been reduced from 18 to 17, as long as parent/guardian AND fire chief consent is received. The Act 155 Permission Form will be required at the time of registration. Without proper consent forms, the minimum age will remain at 18.

Save the Date: Montgomery County Hero Fund Fundraiser

While a flyer is not yet available, the Montgomery County Hero Fund has selected a date for their second annual 5k Race, Beer Festival, and BBQ Competition. The event will take place on Saturday, September 30, 2023 (Rain date: Sunday, October 1, 2023). More details will be included in future editions of PSN when available. To learn more about the Hero Fund or to donate, visit https://montgomerycountyherofund.org/.

Electronic Naloxone Request Form Now Available

Utilizing grant funding from the Pennsylvania Commission on Crime and Delinquency (PCCD), the Montgomery County Department of Public Safety distributes Narcan® (naloxone) nasal spray for use in response to opioid overdoses. First responders and other pre-approved organizations can receive Narcan® through this grant. To request a supply of Narcan®, approved organizations can click this link: Request Narcan® Here. After the Department of Public Safety approves or rejects the request, the requestor will receive an email.
Department of Public Safety Career Opportunities

The Department of Public Safety is seeking qualified applicants for the following vacancies. For more information about the role or to apply online, visit www.montgomerycountypa.gov/jobs or click on the links below.

- The **9-1-1 Telecommunicator Trainee** (multiple openings available) will be trained and certified to be the public’s primary point of contact when requesting a response by public safety resources. They will be engaged in training that requires complete dedication to the course of instruction and instructors. They promote the Department’s core values of integrity, respect, and customer service without compromise. Applicants are eligible for a sign-on bonus equal to 10% of the starting annual salary. **The application deadline is Friday, June 16th.** For additional information on this role, see the front page of this newsletter (Article Title: "Department of Public Safety Hiring 9-1-1 Telecommunicators").

- The **Communications Systems Specialist** will be responsible for installing and troubleshooting mobile voice and data communications equipment in a Public Safety environment. He/she will maintain broadband wireless mobile data equipment utilizing IP networks, public safety software applications such as Computer Aided Dispatching (CAD), Automatic Vehicle Location (AVL), and communications console equipment.

- The **Mobile Integrated Health (MIH) - Paramedic** functions as a core member of the MIH Program within the Department of Public Safety and works collaboratively with multiple offices of the Montgomery County Department of Health & Human Services to address the issues of complex patients who use the Emergency Department. The program uses mobile resources to deliver care and services to patients in an out-of-hospital environment in coordination with healthcare facilities or other healthcare providers. This program additionally focuses on substance use disorder patients to prevent unnecessary emergency department visits and establishing a clear referral pathway from the field to long-term rehabilitative care.

- The **Radiological Planner** (part time) is responsible for radiological emergency response planning and training. The Radiological Planner produces or reviews emergency plans for response to incidents at Limerick Generating Station and coordinates county, municipal, and school participation in associated drills. Other duties will include maintenance, calibration, and operational checks of radiological response equipment to include decontamination equipment, radiological meters, and radiological dosimetry; training program review and creation; and training required to provide perform job tasks.

- The **School Safety Coordinator** will serve as the central point of communication for all emergency issues related to schools. In addition, this position will facilitate each school district’s liaisons with the appropriate local police department, fire department, and office of emergency management, as well as with the State Education Department and U.S. Department of Education. The School Safety Coordinator also oversees and supervises the School Safety Specialist.

To learn about the benefits of working for Montgomery County, visit www.montgomerycountypa.gov/benefits. With questions, email publicsafety@montgomerycountypa.gov or call (610) 631-6500 during business hours.