

Prince George's County Office of Homeland Security
2026 Assistant Operations Manager
Certification Requirements

CERTIFICATION/LICENSE:

- Must comply with established quality improvement procedures, meet case review requirements and maintain Quality Assurance Scores as established by the agency or industry standards;
- Must complete the International Academies of Emergency Dispatch (IAED) - Emergency Telecommunicator Course (ETC) and obtain ETC certification by achieving a minimum score set by the agency or as established by industry standards on all course examinations;
- Must complete and continue to maintain all three IAED Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (EPD) certification and recertification requirements by achieving a minimum score set by the agency or as established by industry standards on all course examinations;
- Must complete and continue to maintain all three IAED Quality Assurance Reviewer certification and recertification requirements: Emergency Medical Dispatch Quality Assurance Reviewer (EMD-Q), Emergency Police Dispatch Quality Assurance Reviewer (EPD-Q), and Emergency Fire Dispatch Quality Assurance Reviewer (EFD-Q) Certifications;
- Must obtain and maintain Communications Training Officer (CTO) Certifications by achieving a minimum score set by the agency or established by industry standards on all course examinations; or International Academy of Emergency Dispatch (IAED) Emergency Telecommunicator Instructor Certification by achieving a minimum score set by on all course examinations;
- Must complete and maintain the Maryland State National Crime Information Center (NCIC) CN2 training course and obtain and retain NCIC - CN2 certification by achieving a minimum passing score on all course examinations;
- Must complete and continue to maintain the American Heart Association (AHA) Cardiopulmonary Resuscitation/Basic Life Support (CPR/BLS) course for Health Care Providers and obtain and retain CPR certification by achieving a minimum score set by the agency or as established by industry standards on all course examinations.
- Must complete on an annual basis continuing education supervisory training course;
- Must complete other courses as mandated by the State of Maryland and/or agency training policies.