

**Jeffrey John Hughes**  
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**Work Experience:**

**Police Communications Operator**  
**Havre de Grace Police Department**  
715 Pennington Avenue  
Havre de Grace, MD

**4/2023 - Present**

**Salary:** \$20.30 USD Per Hour

**Hours per week:** 40

**Duties, Accomplishments and Related Skills:**

The communication officer receives calls on the City's emergency 911 system, including emergency calls, non-emergency calls. Performs a variety of communication duties essential to the preservation of law and order in the City of Havre de Grace, Maryland; is responsible for accurate and rapid call-taking and information dissemination, as well as dispatching police services and equipment to calls for service; works closely with other public safety agencies to include fire and EMS; must be able to respond quickly, accurately and calmly in emergency situations so as to get assistance to appropriate locations in the shortest time possible.

**Supervisor:** Sergeant Sova (410-939-2121)

**Okay to contact this Supervisor:** Yes

**Supervisory Emergency Communications Technician**

**Department of the Army**  
6553 Harford Blvd  
Aberdeen Proving Ground, MD

**9/2021 - 9/2022**

**Salary:** \$60,000.00 USD Per Year

**Hours per week:** 60

**Series:** 0303 Miscellaneous Clerk And Assistant

**Pay Plan:** GS - General Schedule (Ch. 51, 5 U.S.C.).

**Grade:** 7

**Duties, Accomplishments and Related Skills:**

Plans work to be accomplished by subordinates, sets immediate priorities, prepares schedules for completion of work, and evaluates performance to ensure timely completion. Assign work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Tracks work progress on a day-to-day basis making workload changes as needed. Makes prompt, informed decisions on problems that may arise, such as technical problems which cannot be corrected promptly. Develops Standard Operating Procedures, policies and guidelines for the Emergency Communications Center. Identifies developmental and training needs of the organizational unit. Directs or conducts classroom instruction to outline new procedures and policy changes and to evaluate crew proficiency.

Maintains a current working knowledge of procedures, policies, directives, etc., and answers questions of other employees, obtaining information from other internal or external sources as needed. Hears and resolve employee complaints at the lowest level consistent with the nature of the complaint and the position's authority to address the complaint. Refers only group grievances and more serious unresolved complaints to higher levels of supervision. Effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases.

Develops performance standards, prepares evaluations, counsels employees on administrative and technical issues to ensure accuracy, adequacy, and adherence to procedures and protocols within the communications center. Provides feedback to questions not covered by standards and problems in meeting performance standards. Makes determinations concerning promotions, reassignments, award recommendations, and personal needs. Provides recommendations to higher levels of supervision for appointments. Responsible for monitoring and scheduling of maintenance of a variety of communication equipment within the communication center. 30%

**Supervisor:** Lauren Snyder (410-278-2331)

**Okay to contact this Supervisor:** Yes

**Police Dispatcher****Department of the Army**

8403 Wise Road

Aberdeen Proving Ground, MD

**12/2018 - 9/2021****Salary:** \$50,774.00 USD Per Year**Hours per week:** 40**Series:** 2151 Dispatching**Pay Plan:** GS - General Schedule (Ch. 51, 5 U.S.C.).**Grade:** 6**Duties, Accomplishments and Related Skills:**

Serves as a Police Dispatcher for the Directorate of Emergency Services Police Services, Fire Services and Emergency Medical Services Divisions, providing around the clock 24/7 emergency police, fire, guard, and medical services to the public by answering emergency 911 calls and dispatching appropriate personnel and equipment. Responsible for the control of all emergency response patrols (police, fire, and ambulance) to include, but not limited to, the dispatching of, rendering assistance/guidance to, and the supplying of critical information to the patrol units. Receive and transmits, by way of radio, police, fire, medical, and other emergency calls as needed. Immediately determine the nature of the calls received and initiates necessary actions by relaying messages and dispatching and assisting emergency services vehicles in response to emergency and non-emergency calls for service. Operate a variety of radio transmitters and receivers, State and nationwide communications information systems, tape recorders, telephone systems, to include Enhanced 911 emergency and non-emergency networks, commercial and Department of Defense (DoD) security alarm controls with/without visual displays. Responsible for the operation and monitoring of the installation Intrusion Detection System and other alarm system on a continuous basis. Ensures that the users utilize the correct opening, closing and periodic testing procedures. Enter data pertaining to emergency calls into a computerized system. Inspect communication equipment. Identify equipment malfunctions and corrects or reports problem. You will maintain continuous records of alarms activations, first responder activities, notifications, and status of responding unit activity not reportable in various logs to include National Fire Incident Reporting System and Military Police Blotter.

**Supervisor:** Greg Fantom (410-306-0550)**Okay to contact this Supervisor:** Yes**Police Officer****Department of the Army**

2200 Aberdeen Blvd

Aberdeen Proving Ground, MD

**6/2018 - 12/2018****Salary:** \$47,008.00 USD Per Year**Hours per week:** 40**Series:** 0083 Police**Pay Plan:** GS - General Schedule (Ch. 51, 5 U.S.C.).**Grade:** 6**Duties, Accomplishments and Related Skills:**

Serves as Federal Law Enforcement Officer performing law enforcement duties in an area of exclusive federal jurisdiction. Primary responsibility of the position is to ensure compliance with and enforce a full range of Federal, State, local laws, ordinances, rules and regulations as they pertain to accident investigation, crime prevention, community relations and traffic control duties at assigned locations. Possesses arrest/apprehension authority and is required to carry a firearm in the performance of duties. Incumbent attends formal, on-the-job and in-service training to include regularly scheduled weapons qualifications training, receives periodic instructions and/or drill in law enforcement procedures, and participates in annual physical agility testing. Responsible for the investigation of all traffic violations and traffic accidents occurring on the installation. Performs the following duties:

Serves as investigating officer in responding to vehicle accidents. Is solely responsible for the entire accident investigative process from initial response to completion and court presentation. Responds to various calls for law enforcement services at all levels (felony and misdemeanor), to include crimes in progress, citizen complaints, and emergency situations to include natural and man-made disasters. Gathers and analyzes facts, preserves evidence, photographs scenes, takes measurements, prepares diagrams, and interviews witnesses and persons involved. Determines if arrest/apprehension or lesser action is required based upon study of facts. Places person(s) under arrest/apprehension, if appropriate, using force and taking risks when necessary to ensure person(s) is taken into custody. Ensures civil rights of the accused are observed and notified of rights in accordance with governing laws and guidelines. Performs traffic law enforcement using specialized equipment such as radar, and Breathalyzer, and must be qualified/certified in these specialized areas. Conducts investigative stops, questions, detains, and issues traffic citations as required. Effects apprehension of violators as required by applicable laws or regulations. Conducts defile operations and reroutes traffic as required to maintain an adequate traffic flow on the installation roadways. Exercises a high degree of skill in handling the public relations aspects of meeting and dealing with a wide variety of people, e.g., school children, government

employees, private citizens, convicted criminals, and mentally ill persons, etc. Prepares information reports, and evidence concerning law violations for presentation to the U.S. Magistrate, U.S. Attorney and court. Testifies in court, presenting accurate information from memory, personal notes, and other records, frequently long after events have transpired.

**Supervisor: Lt DeMaria (410-278-2331)**

**Okay to contact this Supervisor:** Yes

**Security Guard****Department of the Army**

2200 Aberdeen Blvd

Aberdeen Proving Ground, MD

**11/2017 - 6/2018****Salary:** \$42,331.00 USD Per Year**Hours per week:** 40**Series:** 0085 Security Guard**Pay Plan:** GS - General Schedule (Ch. 51, 5 U.S.C.).**Grade:** 5**Duties, Accomplishments and Related Skills:**

Performs duties in accordance with appropriate regulations to detect and prevent theft, damage, accident, trespass, sabotage and espionage and to enforce the security regulations of the installation. Controls access of vehicles and pedestrians on the installation, verifying identification through use of identification cards, badges, automated records, vehicle decals, verbal questioning, and other means, allowing entrance to persons and vehicles with authorization. As the installation's initial point of contact, answers brief visitor questions, and determines whether appropriate authorization for access exists, and provides assistance. Records visitor information and purpose of visit, as necessary; and may issue daily passes or refer visitors to another location to obtain special passes. The incumbent admits persons, denies entry or arranges for escorts, as appropriate. As required by instructions or force protection level, conducts vehicle searches/inspections (to include cargo areas, engine compartments and undercarriages), in accordance with standing operating procedures. Inspects containers, personal property, and documents on private, commercial and governmental vehicles, and exercises tact, courtesy, and firmness in the performance of all force protection duties. Incumbent is authorized to confiscate unauthorized or otherwise controlled items, and to detain those suspected of criminal or other illegal activity, as well as, question suspicious persons and warn or detain violators of laws, regulations, policies, rules or posted warnings. Required to make instantaneous decisions regarding use of deadly force, the Active Vehicle Barrier, and alerting appropriate officials of apparent security violations.

**Supervisor:** Lt Cory Burgess (315-777-0957)**Okay to contact this Supervisor:** Yes**Police Officer****Department of the Army**

5499 Jackson Blvd

Columbia, SC

**7/2016 - 8/2017****Salary:** \$36,611.00 USD Per Year**Hours per week:** 40**Series:** 0083 Police**Pay Plan:** GS - General Schedule (Ch. 51, 5 U.S.C.).**Grade:** 6**Duties, Accomplishments and Related Skills:**

- Ensure compliance with and enforce a full range of federal, state, local laws, ordinances, rules and regulations as they pertain to law enforcement work.

- Patrols assigned areas on foot and by motor vehicle. Prevents, detects and investigates violations of law, rules and regulation.

- Enforces traffic laws, rules and regulations, investigates traffic accidents, and issues citations for violations.

- Conducts and completes investigations not referred to detectives in areas such as, but not limited to, thefts, assaults, illegal drug possession and domestic disputes.

- Possesses arrest/apprehension authority and is required to carry a firearm in the performance of duties.

**Supervisor:** Lt Stefan (803-751-3115)**Okay to contact this Supervisor:** Yes