

WHY JOIN ANOKA COUNTY?

WORK ENVIRONMENT

The work of a 9-1-1 Emergency Dispatcher is performed in an office setting. You will be working as part of a team of well trained, highly skilled emergency dispatchers. The calls you receive will often times be stressful and emotional and will require you to remain calm and professional in difficult circumstances. By utilizing your training and tools, you will have the ability to save lives, protect responders, and make a difference in your community.

BENEFITS

- 24 days of paid Flexible Time Off and 11 paid holidays.
- Comprehensive insurance including medical, dental, vision and more.
- Medical and dental clinic exclusive to employees, located at the Anoka County Government Center.
- Pension plan and other retirement investment options.
- Shift Differential, CTO Pay
- Peer Support

Learn more about our robust benefits package by going to our website:

www.anokacounty.us/benefits

OUR MISSION

The mission of Anoka County Emergency Communications Center is to promote the safety and well-being of our citizens by providing efficient and professional 911 dispatch services for all emergency and non-emergency calls and to provide the technical management of the county's E911 system and public safety radio system.



CONTACT US

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Emergency Communications
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Anoka County
MINNESOTA

JOIN OUR TEAM



ANOKA COUNTY
EMERGENCY
COMMUNICATIONS

IT TAKES A SPECIAL PERSON TO TURN A PHONE LINE INTO A LIFELINE!

INTERESTED IN A CAREER?

Positions available from entry level Dispatcher I's to experienced Dispatcher II's. Available vacancies are listed on the Anoka County website:

www.anokacounty.us

9-1-1 Dispatchers are trained to gather and correctly interpret key information from callers who are experiencing traumatic, high-stress events. It is their job to accurately relay critical information and details to emergency personnel for the facilitation and coordination of appropriate responders to correct locations. It takes a uniquely skilled individual who can think clearly under pressure while dealing with high stress situations to excel in this crucial role.

TRAINING

The initial training program is composed of orientation and five training phases. Orientation is in a classroom setting. The remaining five training phases will be completed with an assigned communications training officer (CTO) in the Dispatch Center.

ELIGIBILITY

Minimum Qualifications

- High school diploma, GED diploma, HiSET credential or TASC diploma
- Ability to type 35 words per minute
- Remain at a telephone/radio console for extended periods of time, with or without accommodations
- Employment is contingent on successfully passing a pre-employment psychological assessment and a thorough background check including fingerprinting

Preferred Qualifications

- Previous paid dispatching experience
- Successful completion of a 911 certificate program
- Customer service experience in a fast-paced, multi-tasking environment (e.g. barista, call center, waiter, waitress).
- Paid work experience using a multi-line telephone
- Previous radio communications experience

Hiring Process (takes 60-90 days)

- Panel Interview
- Two-hour sit-a-long in Dispatch Center
- Pass 35 WPM typing test
- Final Interview
- Background check
- Psychological assessment
- Fingerprinting

SHIFTS AND SCHEDULE

ACECC operates 24 hours per day, 7 days a week, 365 days per year. Employees are required to work all shifts, which include days, evenings, overnights, weekends, and holidays.

Dispatchers are currently scheduled 36 or 44 hour weeks on a schedule that rotates days off each week:

SAT	SUN	MON	TUES	WED	THU	FRI
WORK	WORK	OFF	OFF	WORK	WORK	OFF
SAT	SUN	MON	TUES	WED	THU	FRI
OFF	OFF	WORK	WORK	OFF	OFF	WORK

Dispatchers work straight 8 and 12-hour shifts with one 15-minute break every four hours. There are no 30-minute lunch breaks. The 12-hour shifts start at either 7AM or 7PM. The 8-hour shifts start at either 7AM, 11AM, 7PM or 11PM. Due to staffing requirements, other start times may be required. Schedule changes are at Management discretion.

BECOME A 911 **DISPATCHER**
It's not just a **CAREER**,
it's a **CALLING!**