



Public Safety Telecommunicator FAQ – Frequently Asked Questions

What will my training look like?

The Dakota 911 Public Safety Telecommunicator (PST) training program runs 6 – 8 months. Training begins with a few weeks of classroom training. In classroom training, PSTs learn essential software programs, Dakota 911 process and procedures, and obtain required certifications.

- **Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD)** through the International Academy of Emergency Medical Dispatch: The training and certification process requires a total of six (6) four-hour days for EMD and four (4) four-hour days for EFD. After the classroom period, PSTs move to the dispatch floor for on-the-job training with their trainers.

What can I expect with overtime??

As a PST you will have opportunities to work overtime, and some mandatory overtime requirements depending on staffing levels. This may be in the form of callbacks or shift extensions. Overtime is compensated at one-and-a-half times the normal hourly rate and can be taken as compensation or accrued as compensatory time off.

What is the work schedule?

Our two-week rotating schedules consists of four (4) 10-hour days, or five (5) 12-hour days and two 10-hour days. Every shift has every other weekend off that consists of a 4 or 5 day stretch of time off.

How does the scheduling process work?

PSTs bid shifts by seniority. While a PST is in training, their schedule mirror's their trainers' and may include a variety of day, mid and overnight shifts. Once out of training, PSTs will be placed on the shift in most need for the remainder of the bid.

Am I eligible for benefits?

All full-time PSTs are eligible to participate in Dakota 911's comprehensive employer-sponsored benefit programs. Benefits include medical, dental, vision, and disability insurance programs.

Does Dakota 911 offer retirement savings plans?

As a public employee, Dakota 911 employees participate in the MN PERA (Public Employee Retirement Association) Coordinated plan for retirement savings. PSTs are also eligible to take advantage of tax-deferred savings plans (457)