



Public Safety Telecommunicator

Reports To:	Public Safety Telecommunicator Supervisor
Status:	Part-Time
FLSA:	Non-Exempt
Union:	Public Safety Telecommunicator
Salary Range:	
01/01/2024	\$28.91-\$41.55
07/01/2024	\$29.63-\$42.59
Starting Wage:	Based on experience and qualifications
Revised:	11/10/2023

POSITION PURPOSE:

Answer all incoming emergency and non-emergency calls and obtain pertinent information necessary to the dispatch process.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- The primary duties and responsibilities of the part-time public safety telecommunicator are to answer and respond to emergency and non-emergency calls for service received in the emergency communications center. Part-time status positions may perform radio management and dispatching duties, depending upon experience and qualifications.
- Actively listen and ask appropriate questions of callers to effectively prioritize the call and determine the necessary response.
- Provide ongoing updates to responding field personnel as information is received.
- Utilize Emergency Medical Dispatch (EMD) system to process EMS calls.
- Utilize Emergency Fire Dispatch (EFD) system to process fire calls.
- Enter and maintain accurate and timely data in the Computer Aided Dispatch (CAD) system.
- Retrieve information on driver's license, vehicle registration, warrants, and other pertinent information from local, state, and federal computer information systems.
- Contact emergency service organizations, public works crews, and utility companies as directed.
- Enter, process, and retrieve information from the computer system as needed or requested.
- Efficiently and effectively operate communication center equipment and technology. Document and report malfunctions of equipment and software applications on a timely basis to the supervisor or technical staff.
- Perform other duties and responsibilities as apparent or assigned.
- Part-time employees will work shifts based on staffing shortages, coverage needs, and employee availability. An average of 14-29 hours a week is expected (averaged over 6 months), with at least one weekend shift per month.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to sit or stand as to answer phones and use computer equipment on a continuous basis.
- Ability to type and hear as to quickly gather information from callers, enter information in the CAD system and assign appropriate emergency units simultaneously.
- Ability to prioritize calls and make quick reliable decisions.
- Ability to communicate effectively and tactfully with the public, co-workers, and other agencies.
- Ability to monitor and understand information being received from many sources simultaneously.
- Ability to learn and apply knowledge of geographic maps, resources, businesses, intersections, and other landmarks in Dakota County.
- Ability to handle stress and work in a fast-paced environment.
- Ability to draw reasonable and logical conclusions from information that may be disjointed or incomplete.
- Working knowledge of dispatching equipment including computer software and databases used in an emergency communications center.
- Ability to obtain and maintain certifications including, but not limited to State of Minnesota Terminal Operations, CPR, Emergency Fire Dispatch, and Emergency Medical Dispatch.

QUALIFICATIONS:

- High school diploma or GED
- 2 years of experience working as a public safety telecommunicator, or prior completion of Dakota 911's training program

DESIRABLE QUALIFICATIONS:

- Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) certification through the International Academy of Emergency Medical Dispatch (IAED)
- MN Bureau of Criminal Apprehension Terminal Operator certification
- Knowledge of Central Square CAD