



## Public Safety Telecommunicator

Reports To:	Public Safety Telecommunicator Supervisor
Status:	Full Time
FLSA:	Non-Exempt
Union:	Public Safety Telecommunicator
Salary Range:	
01/01/2024	\$28.91-\$41.55
07/01/2024	\$29.63-\$42.59
Revised:	11/10/2023

### POSITION PURPOSE:

Dakota 911 Public Safety Telecommunicators answer all incoming emergency and non-emergency calls, obtaining information necessary to the dispatch process. Dakota 911 Public Safety Telecommunicators also dispatch appropriate public safety units to the incidents and provide follow-up communications and assistance to field personnel.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer and respond to incoming calls received in the dispatch communications center and dispatch units including police, fire, ambulance, and other emergency personnel to emergency and non-emergency situations.
- 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.
- Monitor and record all emergency radio traffic, emphasizing officer and emergency personnel safety.
- 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 supervisor or technical staff.
- Perform other duties and responsibilities as apparent or assigned.
- Work shifts as required including nights, weekends, and holidays.
- Work overtime as required.

### 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, make quick, reliable decisions and dispatch the appropriate personnel in a timely manner.
- 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 which 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

**DESIRABLE QUALIFICATIONS:**

- 2 years of experience in a customer service position
- 1 year experience in dispatching, public safety, or call center
- Associate degree