

Public Safety Telecommunicator

Reports To:	Public Safety Telecommunicator Supervisor
Status:	Full Time
FLSA:	Non-Exempt
Union:	Public Safety Telecommunicator
Salary Range:	\$66,352.00 - \$95,347.20
Hourly Range:	\$31.90-\$45.84
Revised:	05/01/2026

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:

Due to the operational demands of a 24-hour emergency communications center, continuous staffing and minimum operational coverage levels are essential functions. Regular and reliable attendance and the ability to work a rotating schedule, including nights, weekends, holidays and mandatory overtime, are essential functions of this position. Due to the nature of emergency communications services, this position is expected to be the employee's primary employment obligation, and outside employment, educational commitments, or other personal obligations must remain secondary to the employee's work schedule and operational 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.
- Maintain reliable and consistent attendance to ensure required staffing levels and uninterrupted operations.
- Be physically present and on duty as scheduled and expected of this critical service position which requires continuous coverage to meet operational and service demands.

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