

## WHY JOIN ANOKA COUNTY?

### WORK ENVIRONMENT

The work of a 911 Public Safety Telecommunicator is performed in an open-floor setting. You will be part of a team of well-trained, highly skilled individuals. The calls you receive may be stressful and emotional and 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 12 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, Extra Duty Pay.
- EAP and Peer Support.

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

[www.anokacountymn.gov/benefits](http://www.anokacountymn.gov/benefits)

## OUR MISSION

The mission of Anoka County Emergency Communications 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; to provide the technical management of all Emergency Communications systems and the public radio system; to provide accurate information to help ensure the safety of our public safety partners; to treat all citizens, public safety partners, and each other with courtesy and respect. To provide a healthy, safe, kind, and happy work environment.



**POLICE**



**FIRE**



**AMBULANCE**

## CONTACT US

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Anoka County  
MINNESOTA

## JOIN OUR TEAM



## ANOKA COUNTY EMERGENCY COMMUNICATIONS



([anokacountymn.gov/1047](http://anokacountymn.gov/1047))

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

## INTERESTED IN A CAREER?

We post positions several times a year. Positions are available from entry level to experienced Telecommunicators. Available vacancies are listed on the Anoka County website:

[www.anokacountymn.gov](http://www.anokacountymn.gov)

9-1-1 Telecommunicators are trained to gather and correctly interpret key information from callers who may be 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 three weeks in a classroom setting followed by two weeks in a controlled call-taking environment.

The remaining training phases will be completed in the Dispatch Center with an assigned Communications Training Officer (CTO).

## ELIGIBILITY

### Minimum Qualifications

- High school diploma, or equivalent education upon start date.
- Must be 18 years of age or older upon start date.
- 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 telecommunicator experience.
- Previous experience working with multiple screen displays and shifting focus between them.
- Customer service experience in a fast-paced, multi-tasking environment.
- Paid work experience using a multi-line telephone
- Previous job-related radio communications experience.

### Hiring Process

- Panel Interview.
- Pass 35 WPM typing test.
- Personality test.
- Two-hour sit-a-long in Dispatch Center.
- 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.

Telecommunicators are currently scheduled 36 or 44-hour weeks that rotates days off each week and may be scheduled mandatory overtime:

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

Telecommunicators work straight 8 and 12-hour shifts with two 15-minute breaks. A 30-minute lunch break is also provided as scheduling permits.

The 12-hour shifts start at either 7 AM, 11 AM, 3 PM or 7 PM. The 8-hour shifts start at either 7 AM, 11 AM, 3 PM, 7 PM or 11 PM.

Due to staffing requirements, other start times may be required.

Schedule changes are at Management's discretion.

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