

WHY JOIN ANOKA COUNTY?

WORK ENVIRONMENT

The work of a 9-1-1 Emergency Telecommunicator is performed in an office setting. You will be working as part of a team of well trained, highly skilled individuals. The calls you receive will often times be stressful and emotional and will 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 11 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 and on call pay.
- Peer Support

Learn more about our robust benefits package by going to our website:
www.anokacountymn.gov/benefits

OUR MISSION

The mission of Anoka County Emergency Communications Center 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 and to provide the technical management of the county's E911 system and public safety radio system.



CONTACT US

Anoka County
Emergency Communications
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Anoka County
MINNESOTA

JOIN OUR TEAM



ANOKA COUNTY EMERGENCY COMMUNICATIONS



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

INTERESTED IN A CAREER?

We post positions several times a year. Complete a Job Interest Card to be notified when positions become available on the Anoka County website:

www.anokacountymn.gov
or scan the QR code on the front.

9-1-1 Telecommunicators are trained to gather and correctly interpret key information from callers who are 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 orientation and six training phases. Orientation is in a classroom setting. The remaining six training phases will be completed with an assigned communications training officer (CTO) in the Dispatch Center.

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
- Successful completion of a 911 certificate program
- Customer service experience in a fast-paced, multi-tasking environment (e.g. barista, call center, wait staff)
- Paid job-related experience using a multi-line telephone
- Previous job-related radio communications experience

Hiring Process (takes 60-90 days)

- Panel Interview
- Pass 35 WPM typing test
- Two-hour sit-a-long in Dispatch Center
- Final Interview
- 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 on a schedule that rotates days off each week:

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 one 15-minute break every four hours. There are no 30-minute lunch breaks. The 12-hour shifts start at either 7AM, 11AM, 3PM or 7PM. The 8-hour shifts start at either 7AM, 11AM, 3PM, 7PM or 11PM. Due to staffing requirements, other start times may be required. Schedule changes are at Management discretion.

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