



EMERGENCY COMMUNICATIONS CENTER-911

Thank you for your interest in employment with Anoka County Emergency Communications Center (ACECC), we trust the following information will be helpful as you contemplate a position with ACECC. This information is current as of August 2023.

2023 Pay Scale effective August 12, 2023

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
(Start)	(1 Year)	(2 Years)	(3 Years)	(4 Years)	(5 Years)	(6 Years)
\$28.75	\$30.92	\$ 33.48	\$ 36.03	\$ 38.59	\$ 38.59	\$ 41.18

Hiring Process

The hiring process typically takes 60-90 days. Candidates who successfully pass the initial panel interview and typing test (35 wpm) will be invited back for three hours in the dispatch center to include a personality test and two-hour sit-along. Upon completion of the sit-along, a second panel interview will be scheduled.

An eligibility list will be created and candidates that successfully pass the first interview, typing test and second interview will remain active on the list for up to one year. Job offers may be extended to those on the list and will be contingent on passing a thorough criminal history background investigation, psychological assessment, and fingerprinting. If hired, you will be required to complete a one-year probationary period.

Training

The initial call taker training program is made up of orientation and six training phases. Orientation is in a classroom setting for three (3) weeks. The remaining six training phases will be completed with an assigned communications training officer (CTO) in the Dispatch Center.

Completion of the initial call taker training program takes twelve to eighteen weeks with continued training through the first two years. The continued training consists of Information channel, Law Enforcement channel and Fire channel. Continued ongoing training is provided to all ACECC employees.

Each training phase will be completed by working with your CTO during various shifts including days, evenings, overnights, weekends, and holidays. You will receive daily feedback from your CTO during the training program.

The first three (3) weeks of classroom training are day shift. After the initial training, employees are assigned to a shift where needed and can change at the discretion of management.

For the first two years, you will be assigned shifts that start as a bi-monthly rotation and then change to rotating quarterly.

Work Environment

The work of a 9-1-1 Emergency Dispatcher is performed in an office setting. You will be working as part of a team of well trained, highly skilled emergency dispatchers. 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.

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. Dispatchers are currently scheduled 36 or 44 hour weeks on a schedule that rotates days off each week:

SA	SU	MO	TU	WE	TH	FR
work	work	off	off	work	work	off
SA	SU	MO	TU	WE	TH	FR
off	off	work	work	off	off	work

Dispatchers 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.



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Shift Bidding

Each year, shift selection is completed in October for the upcoming year. Supervisors and Dispatchers with more than two years of experience will bid their shift. Dispatchers with less than two years of experience will be assigned rotations and shifts that rotate throughout the year.

Shifts are bid by seniority. Employees bid for their shift for the entire upcoming year. ACECC employees may not get their desired shift for several years. Shift adjustments may be done to cover time off. Employees may be required to work mandatory shift extensions at times to cover vacancies, high priority incidents, or other events. Employees may swap shifts with other employees under strict guidelines.

Vacation Bidding

Vacations for the following year are bid by seniority after the shift bidding schedule is completed, which is around mid-November. Two dispatchers (one per team) will be allowed off on any given day during vacation bidding, subject to management discretion.

Each employee will have an opportunity to bid three vacation picks. All selections must be consecutive days, with restrictions on how many rotations dependent on years of service. All employees will be given an opportunity to make their first choice before any second choices are available. You must have vacation time on the books to cover all vacation bids.

All approved requests are subject to change if needed to properly staff the center. Should rotations or schedules change during the year, adjustment of vacation selections may be necessary.

After all vacation selections are completed, any days left may be open for a single day request. Additional requests will not be accepted more than 30 days in advance unless it involves a major life event. Two employees off per day (one per team) is not guaranteed after vacation bidding has been completed.

On-Call

Once a Dispatcher becomes call viable, the Dispatcher is required to sign up for one or two 8 hour shifts per month of paid on-call shifts to cover last minute sick calls. Dispatchers will be on call either from 11AM to 7PM or 7PM to 3AM.

Holidays

ACECC recognizes eleven and half holidays per year, along with one Personal Holiday (accrued on first day of the first full pay period of each year).

Employees work holidays based upon if it falls on their selected schedule. Working on a holiday is paid at time and a half.

Per union contract, Employees are credited eight (8) hours of Holiday for each holiday as it occurs, regardless if the employee works it or not.

Uniforms

During the initial classroom training, employees are issued uniforms. The uniforms consist of a polo shirt and jacket with the understanding they will be returned if your employment ends with ACECC. During the first few weeks of training, weekends and holidays, employees wear business casual.

Peer Support

ACECC has a peer support program to offer ongoing support and awareness of the risks posed by work related stress on the mental and physical health of dispatchers.



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Dispatchers perform the following duties:

- Answer 9-1-1 and non-emergency phone calls from the public and dispatch appropriate law enforcement, fire, or EMS agency
- Maintain contact with caller throughout an emergency and update responding personnel of the changing situation
- Operate computerized telephone, computer aided dispatch, radio, and mapping systems
- Monitor and dispatch multiple agencies
- Monitor and direct emergency and non-emergency dispatches utilizing call prioritization, incident location identification, and intra-departmental responses following ACECC's policies to minimize potential dangers to the community and first responders
- Knowledge of the Anoka County Road System and geographical areas within the county
- Activate outdoor warning sirens
- Maintain a thorough working knowledge of all public safety communications systems used at the dispatch center and throughout ACECC, including:
 - Computer Aided Dispatch (CAD)
 - CAD to CAD
 - Viper E911 Phone System (11 E911 lines and 17 non-emergency/business lines)
 - 800 MHz Radio System (Over 3500 radios)
 - Automated Fire Paging System (17 Fire Departments)
 - Rapid SOS
 - Rapid Deploy
 - National Crime Information Center (NCIC)
 - Phone system voice logger
 - Active 911
 - PulsePoint
 - What3Words
 - IPAWS
 - Database for Court Orders
 - 3SI Security System
 - Microsoft Outlook Email, Word, and Excel
 - ASR Alert Systems
 - Prepared Live
- Maintain knowledge of the complex policies and procedures for all agencies that we dispatch for:
 - 11 law enforcement agencies and CID, CSU, SWAT, DTF, reserves, jail, court security
 - 17 fire departments which covers 23 cities: including ACFIT, SRT, HAZMAT
 - Midwest Medical Examiner's Office
 - Anoka County Highway and Parks
 - After hours public works agencies for 21 cities
 - MNSARDA
 - Animal control services
 - Anoka County Emergency Management
 - Towing agencies

"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 the public safety radio system."