



County of Anoka

Employment Opportunity

An Affirmative Action/Equal Opportunity Employer

Apply online at: www.anokacounty.us

Opening Date: January 3, 2012
Closing Date: January 17, 2012

Salary : See Salary Description
Job # : 12001

DISPATCHER I

Include responses to the Supplemental Questionnaire with the application no later than 4:30 p.m. on the closing date of the position. Resumes not accepted.

Anoka County Central Communications (911) is seeking applicants for a current full time opening and for future vacancies for the position of Dispatcher I. The Dispatcher I will receive and record requests from the public for emergency and non-emergency assistance and will process these requests consistent with the requirements of the situation. Eligible to promote to Dispatcher II in two years. The work schedule includes shifts to cover 24 hours a day, seven days a week.

EXAMPLES OF ESSENTIAL DUTIES (ILLUSTRATIVE ONLY):

Answers all incoming emergency and non-emergency calls and obtains pertinent information necessary to the dispatch process; Refers callers to other appropriate agencies as required; Maintains accurate records on each request for assistance using Computer Aided Dispatch (CAD) System; Uses a data terminal to exchange information with other law enforcement agencies and to verify drivers licenses, vehicle registrations, stolen and recovered property and personal identification; Types messages and requests for information on teletype; Monitors all assigned radio channels on 800MHz system; Alerts appropriate agencies to severe weather conditions as required; Produces and maintains records relevant to the daily administration of the Communications Center; Makes continual progress toward becoming radio qualified at all dispatch positions; Assists other Dispatchers as required.

REQUIREMENTS:

Must have High School diploma or possess a G.E.D. certificate.

Ability to: Operate specialized electronic systems and equipment, including Computer Aided Dispatch system and Radio Consoles; remain calm in stressful situations and prioritize a heavy volume of calls; ability to type 25 words per minute.

Skill in: Written and oral communications.

Must be able to receive information accurately and articulate information necessary to the calls.

A Criminal background check will be performed on applicants prior to appointment.

All applicants appointed to positions will be fingerprinted.

IMPORTANT: Work Schedule Information

The work schedule for the job of DISPATCHER requires shift work that includes being assigned varied shifts throughout a 24-hour period. These shifts will include nights and evenings, weekends, and holidays, WITHOUT EXCEPTION. The Shift bidding process is done yearly, but seldom does any Dispatcher ever work the entire year on the same shift. Please take this into consideration when applying for this job.

TESTING: Candidates who are screened in will be required to take a two and a half hour written video-tape examination. This test will occur at various times on: **January 23, 24, 25, and 26 of 2012.**

You will be contacted by postal mail or email to provide you with information regarding the testing schedule. **Please note: There will be no make-up test sessions available.**

ADDITIONAL TESTING:

Candidates who successfully pass the video test may be required to participate in skills-based testing, including a typing test, as part of the Selections Process. Additional information regarding the tests will be provided at a later date.

Anoka County complies with the Americans With Disabilities Act. (TDD – for hearing impaired 763-323-5544). If you need an accommodation because of a disability, or have further questions regarding the application process, please call Human Resources at 763-323-5525.

GRADE LEVEL

Grade: 9

Hiring Range: \$19.03 to \$20.96 per hour, depending upon background; Excellent benefits.