

Area Living

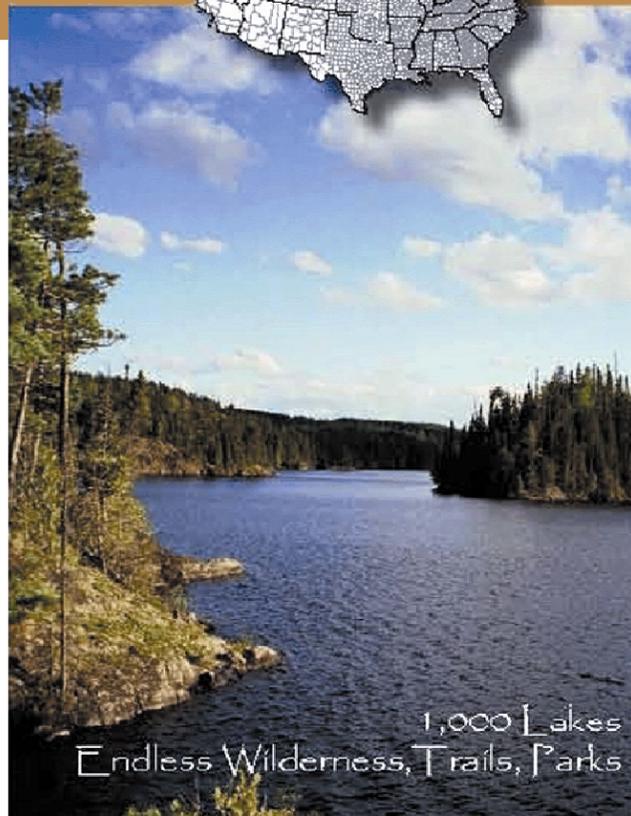
Explore Discover Experience



About St. Louis County

St. Louis County is located in Northeastern Minnesota. It is known for its spectacular natural beauty, including a national forest and a national park, the Boundary Waters Canoe Area, four state parks and over 1,000 lakes. St. Louis County has limitless recreation, including hunting, boating, fishing, skiing, snowmobiling and hiking.

St. Louis County is the largest county east of the Mississippi River spanning over 7,092 square miles. The county is diverse in many ways. The southern region along Lake Superior hosts a city of the first class, Duluth, and its surrounding area with a population of over 120,000, while the northern reaches of the county border Canada and include the Boundary Waters Canoe Area. The people who live here range from those who enjoy life in the city to those seeking seclusion and wilderness.



Play ▶



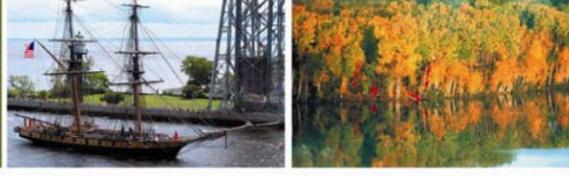
Relax ▶



Live ▶



Enjoy ▶



To Apply
[www.stlouiscounty.org/
jobdescriptions](http://www.stlouiscounty.org/jobdescriptions)
Employee Relations 218.726.2422



Sheriff's Office

St. Louis County, Minnesota



Job Opportunities

Expect the Unexpected

9-1-1 Emergency Communications



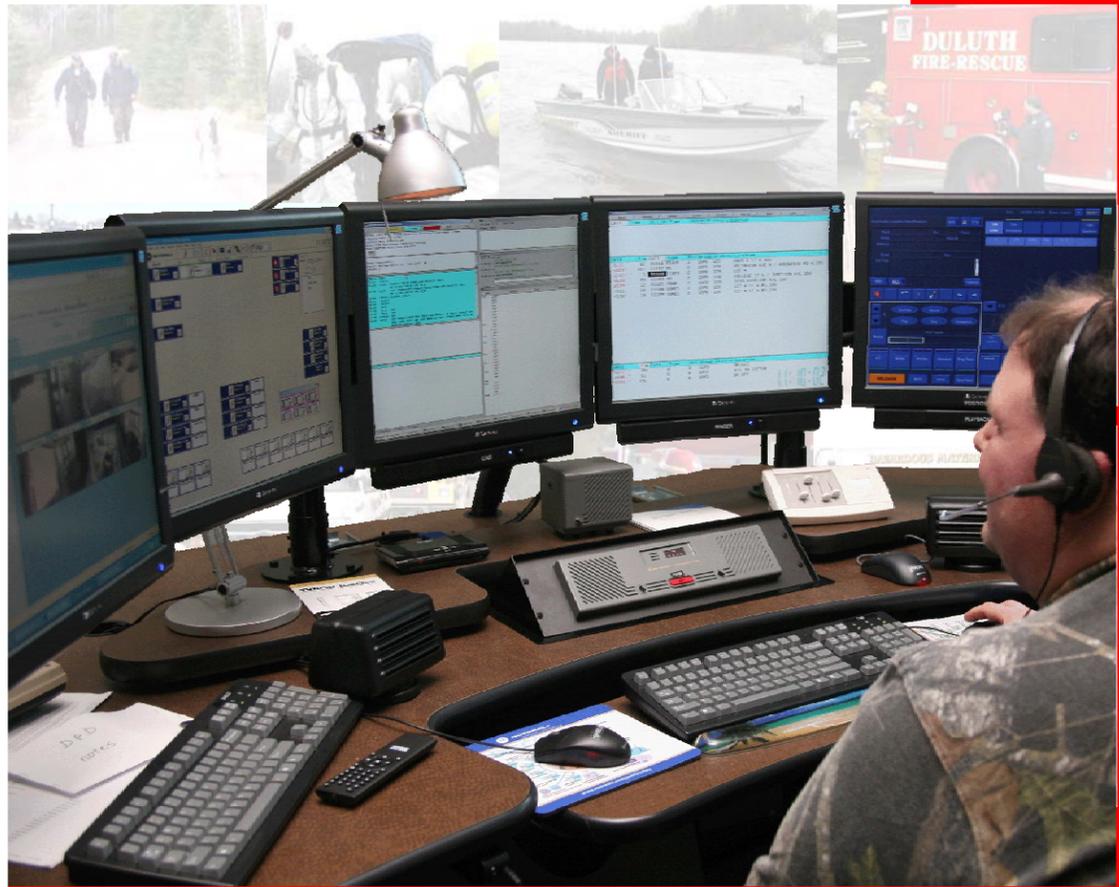
Virginia 9-1-1 Center

Message from the Sheriff



The St. Louis County Sheriff's Office is a progressive employer, offering tremendous opportunities, challenging assignments and significant diversity. The wages and benefits are some of the best in the Arrowhead region of Minnesota. St. Louis County is geographically the largest county in Minnesota, encompassing 7,092 square miles. The sheer geographic size of our county requires the Sheriff's Office to have two Public Safety Answering Points (PSAP); one in Duluth and one in Virginia. The vast region of St. Louis County affords new employees a wide variety of challenges and opportunities. Thank you for your interest in St. Louis County and best of luck in your 9-1-1 Emergency Communications career.

Ross Litman, St. Louis County Sheriff



Duluth 9-1-1 Center





9-1-1 Overview The 911 Emergency Communications Division operates and maintains two St. Louis County Public Safety Answering Points (PSAP) one in Duluth and one in Virginia, MN; in addition to rural addressing functions; and many county-wide public safety radio communications networks. These elements combine to form the "9-1-1 System" which provides coordinated law enforcement, fire and emergency medical services to all St. Louis County residents.



The 9-1-1 Division answers more than 273,546 requests for assistance annually, dispatches 185 public safety agencies and functions as the central point of coordination for all county emergency warning services. Additionally the rural addressing unit is responsible for maintaining the county-wide address system for all properties in rural St. Louis County.



The Radio Maintenance Division designs, installs and maintains all County radio communications systems.

Mission Statement



The St. Louis County 9-1-1 Communications Division provides both emergency and non-emergency public safety communication services county-wide through the 9-1-1 system and also provides engineering, technical and administrative support for the County's wireless communication infrastructure.



Goals

9-1-1 Emergency Communications Division – To provide the public with competent, timely and effective 9-1-1 emergency, and non-emergency, public safety communications services through a consolidated system for dispatch of law enforcement, fire, emergency medical and other public safety service agencies.



Radio Maintenance Division – To provide effective, reliable wireless communication infra-structure in support of public safety and other County operations.



Support Staff Division – To provide effective administrative support to the 9-1-1 Emergency Communications Division and the Radio Maintenance Division for the accounting, payroll, purchasing and statistical recordkeeping functions of the Division. To provide effective response to rural address requests for all properties in St. Louis County and to maintain timely updates to the computer aided dispatching (CAD) system geographical files.



Career

The St. Louis County 9-1-1 Communications Department seeks exceptional people to lead us into and through the 21st Century. We offer a variety of career opportunities including:

- Emergency Communications Specialists
- Electronic Systems Technicians
- Information Specialists
- Managerial Positions



We offer a challenging work environment where you have the opportunity to discover and develop the talents that will help you and the Department to excel. Our culture is characterized by long term relationships of trust. Working together we foster a commitment to doing what is right for the public, right for the emergency services response agencies, and right for our co-workers and associates.



Discover more about the St. Louis County 9-1-1 Communications Division and the possibilities of a future with us.

Emergency Communications Specialist Overview Emergency Communications Specialist (ECS) do skilled technical work in the operation of telecommunications and computer aided dispatch (CAD) equipment to provide a vital communications link between emergency response units in the field and locations where emergency assistance is requested by the public. An ECS performs law enforcement, fire, emergency medical dispatch and rescue related telecommunications dispatch work in a County 9-1-1 Communications Center. Duties include operating computer aided dispatch system, multi-line telecommunications and radio communications equipment to receive requests for emergency public safety assistance, determine the type and level of response necessary, accomplish timely and effective dispatch of emergency response units, monitor response and safety of responding units, and retrieve supplemental information from other local, state and federal information systems. The work is performed in accordance with prescribed communication center dispatch policies, procedures and practices, and under the general direction of assigned supervisory staff.

Once Certified an Emergency Communications Specialist will be required to satisfactorily perform the following:

- Working knowledge of telecommunications, radio and computer aided dispatch equipment operation
- Working knowledge of law enforcement and communications center dispatch rules and procedures
- Working knowledge of laws, ordinances and policies and terminology of local jurisdictions and location of boundaries, streets, addresses, etc. in service area
- Working knowledge of emergency medical dispatch instruction protocols needed to provide effective pre-arrival and/or post dispatch emergency medical assistance
- Ability to perform effective and timely oral and keyboard communication of information using multi-line phones, two-way radios and CAD systems
- Ability to develop call interpretation and decision making skills necessary for effective dispatch of appropriate emergency services
- Ability to perform effective and timely multi-task emergency dispatch functions in volatile and stressful situations
- Ability to perform essential functions of 911 dispatching during CAD system failures
- Ability to accurately follow oral and written instructions
- Ability to enunciate clearly in verbal communications
- Ability to enter accurate and complete data into computer while talking and listening
- Ability to remain cognizant of call taking and dispatch activities of coworkers while effectively performing essential activities at a communications station/console

Opportunities/Training Program

On-the-job training consisting of a combination of classroom training and intensive one-on-one "live environment" training with peer observation and guidance.

Certification in CPR is a pre-requisite for certification as an Emergency Medical Dispatcher (EMD). EMD – initial certification course is 24 hours in length and includes a written examination. Maintaining EMD certification requires 24 continuing education units every 2 years and includes passing a written examination.

Certification in BCA Terminal Operators "Hot Files" course. Maintaining BCA Terminal Operators "Hot Files" certification consists of re-examination every 2 years.



To Apply

If you are interested in receiving automatic notification the next time Emergency Communications Specialist is posted, you may submit a job interest card online. Go to www.stlouiscounty.org/jobdescriptions > Emergency Communications Specialist > "Email me when jobs like this become available".