



Hennepin County **Medical Center**

**Emergency Medical Services Dispatcher**  
**Emergency Medical Services Communication Center**

2009 Contract rate \$20.16 to \$31.31 per Hour  
PERA Police & Fire pension

ID # 2935

**We are currently accepting applications for a full-time (80 hrs/ppd) benefit earning Emergency Medical Services Dispatcher position. Must be able to rotate between shifts, work any straight shift (day, evening or night) on any day, including holidays or weekends.**

**Qualifications:**

Minimum Education/Work experience

*Required*

- Graduation from high school or possession of a GED

License/Certifications

*Required*

- Must be certified by the State of Minnesota EMSRB as an EMT or Paramedic and provide a copy of State of Minnesota and/or National EMT or EMT-P certification at the time of application
- Must be certified by the National Academy of Emergency Dispatch as an EMD within six (6) months from the date of hire
- Must possess a valid class D Minnesota drivers license and a satisfactory driving record including no more than two moving violations in the last three years

**Specific job activities and accountabilities include:**

- Receive emergency calls and obtain information regarding emergencies such as location and nature of illness or injury.
- Dispatch appropriate emergency vehicle to the scene using radio and Computer Aided Dispatch.
- Transmit necessary information to field personnel via radio, telephone and computer communication systems and advise appropriate public safety staff of emergencies; Prepare and maintain records and reports.
- Evaluate location of emergency vehicles to maintain efficient and responsive deployment of resources.
- When working in the field, may administer basic life support care or advanced life support as authorized by a physician.
- Perform other related duties as assigned.

**Ideal Candidates will also:**

- Posses the equivalent of: one (1) year of experience in public safety dispatching within the past five (5) years; OR One (1) year of current paid employment with a public safety agency or private emergency medical services agency, with high level Computer Aided Dispatch (CAD), radio and telephone operation.
- Completion of an accredited course in 9-1-1 Telecommunications.
- A thorough knowledge of Hennepin County geography.
- A solid understanding of Windows based computers and programs.
- The ability to communicate clearly, effectively and multitask in a high paced environment.
- Experience using a Windows-based Computer Aided Dispatch System, computer based telephony and computer based and/or handheld radio based digital trunked radio.

License/Certification

- Certification by the National Academy of Emergency Dispatch as an EMD

**Final candidates must:**

- Satisfactory completion of the Select Advantage Public Safety Dispatch Assessment
- Pass a CritiCall computer and multi-tasking skills assessment with score above 70. (example see <http://www.critical911.com/>)
- Pass the Hennepin EMS strength & agility test prior to employment.

***NOTE: This position(s) is apart of a collective bargaining unit (union)***

**Individuals hired by Hennepin County Medical Center must provide data for a criminal background study conducted by the Minnesota Department of Human Services; all offers of employment are conditional and contingent upon successful completion of this study.**