



## CUSTER COUNTY SHERIFF'S OFFICE

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### Emergency Dispatcher Job Announcement Custer County 9-1-1 Communications Center

#### Now Hiring: Full-Time Emergency Dispatcher

The Custer County 9-1-1 Communications Center is accepting applications for a **Full-Time Emergency Dispatcher**. Custer County offers an excellent benefits package and participates in the South Dakota Retirement System.

#### Starting Pay:

- \$22.84 per hour (non-certified)
- \$23.79 per hour (upon obtaining or if currently holding South Dakota State Certification)
- Additional **\$1.00/hour shift differential** between 6:00 PM and 6:00 AM  
Applicants must be willing to work **all shifts**, including nights, weekends, and holidays. This position will remain open until filled.

#### General Definition of Work

The Emergency Dispatcher performs critical duties necessary for the operation of a **combined public safety communications center**, serving:

- Fire Departments (urban and rural)
- County Sheriff's Department
- City Police Departments
- Ambulance Services (urban and rural)
- Life Flight and other emergency agencies as needed

Primary responsibilities include receiving and dispatching **emergency and nonemergency calls** via telephone, radio, and CAD systems in accordance with established local procedures, Communications Council standards, and FCC regulations.

Dispatchers must operate computer terminals for access to various law enforcement and emergency databases, maintaining compliance with applicable laws. The position requires working in a confined area, often seated for long periods, entering and managing data across multiple systems.

Other duties include:

- Assigning appropriate public safety personnel to incidents and emergencies.
- Communicating clearly and efficiently with responders and the public.
- Reporting concerns or operational issues to a supervisor.
- Performing other related duties as assigned.

## Required Knowledge, Skills, and Abilities

- Communicate effectively, calmly, and clearly—both verbally and in writing—even in high-stress situations.
- Remain composed and professional when dealing with irate, distressed, or uncooperative individuals.
- Ability to **simultaneously monitor and comprehend** both radio and telephone communications.
- Understand and apply county/city ordinances, policies, and procedures.
- Accurately document all activities and personnel statuses within the CAD system, relaying critical updates promptly.
- Establish and maintain effective working relationships with colleagues, agencies, and the public.

## Minimum Qualifications

- High school diploma or GED required.
- Must be at least 18 years old and a U.S. citizen.
- Ability to read, write, and comprehend written and verbal instructions.
- Willingness to learn law enforcement and emergency response terminology.
- No felony convictions; must successfully pass a background check.
- Must complete the **State-Mandated 911 Basic Course** within one year of hire.
- Must possess or be able to obtain a valid South Dakota driver's license.

## Physical Requirements

- Ability to reach and extend hands and arms in all directions as needed to perform job duties.
- Proficiency in typing and data entry requiring fine motor coordination and manual dexterity.
- Ability to grasp, handle, and manipulate objects using fingers and hands.
- Ability to communicate effectively through clear verbal speech.
- Ability to hear and understand sounds within normal conversational ranges.
- Capacity to perform repetitive hand, wrist, and finger movements on a frequent basis, with occasional bending, standing, kneeling, and squatting.
- Ability to perform light physical work, including exerting up to 20 pounds occasionally and up to 10 pounds frequently.

## Application Information

Applications are available online at <https://www.custercountysd.com/employment/> or by contacting:

### Amber Maidens

Human Resource Director  
Custer County Courthouse  
420 Mt. Rushmore Rd. Suite 228, Custer, SD 57730  
Phone: (605) 673-8134

Applicants must complete and submit a **911 Telecommunicator Application**.

Applications will be accepted until the position is filled. **Custer County is an Equal Opportunity Employer.**