

Do you enjoy working in a fast-paced, team environment?

Do you want to have a positive effect on people's lives every day?

Do you want to serve residents and visitors in Minnesota?



**MINNESOTA
STATE PATROL**

BECOMING A

**RADIO
COMMUNICATIONS
OPERATOR**



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BE A CRITICAL LINK TO THE FRONT LINES OF PUBLIC SAFETY!

Serve as a Radio Communications Operator for the Minnesota State Patrol

Start your career as a Radio Communications Operator (RCO)

As a Radio Communications Operator, you will be the first point of contact for residents, visitors and agencies seeking public safety services. Radio Communication Operators are critically important to the State Patrol, because they are the link from people in need to State Patrol services. As an RCO, your duties will be to communicate with the public, gather facts, analyze, prioritize, send the right resources and help people through times of crisis. Every day is different — and every day, you will directly affect the lives and safety of Minnesota residents and visitors.

RCO Training Academy

State Patrol Radio Communication Operators receive 160 hours of classroom training prior to beginning their field training. Classroom training includes Crisis Management, Computer-Aided Dispatch Operations, Media Relations and other courses. During 12 weeks of field training, you will work directly with an RCO trainer who will ensure you are competent and well trained to handle emergency calls.

Dynamic Work Environment

RCOs are on duty across the state 24 hours a day, seven days a week. Our service is a 24-hour, 365-day operation. Every position is full-time. We have a variety of shifts and schedules; twice each year, the standard shifts are requested and assigned based on RCO seniority. There is opportunity for overtime based on demand for service; overtime is paid at 1.5x the hourly wage, or “time-and-a-half.”

Regional PSAP Centers

The Minnesota State Patrol has two regional dispatch centers, called Public Safety Answering Point's (PSAP) centers. They are located in Roseville and Rochester. The Roseville center handles all metro and northern Minnesota 911 calls. The Rochester center handles 911 calls placed in the southern one third of the state. The Roseville center typically has between ten and fourteen Radio Communication Operator positions on duty; Rochester has three to four Radio Communication Operator positions on duty. Both centers serve as a “primary answering point” handling both 911 calls as well as routine or non-emergency calls for service.

Becoming a Radio Communications Operator

- Apply Online- available positions can be found posted on the Minnesota Government careers website at the following address <http://www.mn.gov/mmb/careers/>
- Interview by Panel
- Background Investigation

Salary and Benefits

The Minnesota State Patrol Radio Communications Division offers competitive wages. For current wages, contact the Minnesota Department of Public Safety Office of Human Resources 651-201-7370. As a full-time, permanent employee, you are eligible to participate in the state's group insurance program and choose single or family coverage. There are a variety of health and dental plans that provide comprehensive coverage for most illnesses and injuries.

The state offers both basic and optional life insurance for you, your spouse and children. Optional, short-term and long-term disability coverage is offered to replace lost income should you become disabled.

For more information email Patrol.Dispatcher@state.mn.us

