



Richland County Communications/911

**413 3rd Avenue North,
Wahpeton, ND 58075
701.642.7777 or Fax @ 701 642 7734
communications@co.richland.nd.us**

“To provide all citizens of Richland County with efficient, accurate, and life-saving tools: fire protection, law enforcement, and medical services to allow the citizens to live their lives in relative safety and security.”

Thank you for being so interested in employment with Richland County Dispatch, we trust the following information will be helpful as you contemplate a position with us. The information is current as of January 2025.

Hiring Process

The hiring process usually takes 2-4 weeks from the time you turn in your application until you start at Richland County Communications/911. You will be interviewed. If you are given a conditional offer, you will be given a psychological test. Once you complete and pass the psychological test a start date will be determined. A drug screening and a hearing test are also required.

Health Insurance

Sanford Health Insurance policies are available. Richland County pays a full single health plan (value of \$844.94/mo.) and a full family health plan county pays \$2042.52/mo. and the employee pays \$898.71. *If health insurance is not needed, employees will be given a benefit budget of \$784.90

Dental Insurance

Delta Dental insurance is offered to all Richland County employees. The employee monthly premium amount is \$43.50 for an employee policy, \$83.85 for an employee + spouse, \$106.89 for an employee + dependents, and \$164.73 for an employee + family policy. Coverage will be effective the first of the month after hire.

TASC Medical/Dependent Care

- Medical Reimbursement:
 - Annual Maximum \$3,200
- Dependent Care Reimbursement
 - Annual Max \$5,000

Vision Insurance

Superior Vision insurance is offered for all Richland County employees. Employee monthly amount premium is \$13.85 for an employee policy, \$26.85 for employee + 1 dependent, and \$39.48 for employee + family policy. Coverage will be effective the first of the month after hire.

Life Insurance

Richland County provides a Life Insurance Policy of \$12,000 Basic Life through North Dakota Public Employees Retirement System (NDPERS) to any employee that is eligible.

Retirement Benefits

Richland County employees have a retirement plan with NDPERS. Retirement is fully paid up to 15.26% Deferred Compensation is also offered to enhance your retirement.

EAP

Richland County offers an Employee Assistance Program (EAP) through The Village Business Institute. This program provides access to a full range of confidential counseling programs, including workplace issues, personal counseling, drug and alcohol issues, financial and legal counseling, relationship issues, and emotional health at no cost to employees.

Direct Deposit

All Richland County employees are paid by direct deposit on the 25th of every month.

Vacation and Sick Leave

Vacation will be earned monthly and is accrued at the rate of eight (8) hours a month for new employees. Beginning years, 4, 8, 13, and 19, the vacation rates will increase. Sick leave is earned at the rate of eight (8) hours a month. Vacation and sick leave cannot be taken until earned. Employees who are in training, may not use their accumulated vacation until their trial period is over, or at the discretion of the department head.

Holidays

Richland County recognizes thirteen (13) paid holidays per year. Employees work holidays based upon if it falls on their selected schedule line.

Shifts and Schedule

Richland County Communications/911 operates 24 hours a day, 7 days a week, 365 days a year. Employees work shifts and are required to work weekends, holidays, and evenings. Employees work 40-hour weeks that rotate days off each week. The shifts are 12 hours and 10 hours in length. Shift hours are 6 AM – 6 PM, 6 PM – 6 AM for the 12-hour shifts, and 8 AM – 6 PM, 6 PM – 4 AM for the 10-hour shifts. After training, employees will be assigned an available shift. At times, employees may be mandated to work extended shifts to cover PTO time, high-priority incidents, or other events. Employees may swap shifts with other employees.

Training

Richland County Communications/911 training process is made up of 3 phases and lasts a approximate of 26 weeks with a Certified Training Officer (CTO). During the first two phases you will be introduced and trained on how to use the phone, radio, Computer Aided Dispatch (CAD), and various programs we use to serve our responders and community. In the last phase you will enter Ghost Mode where you will be expected to perform tasks and duties efficiently with as little assistance from CTO as possible. During each shift, you will receive feedback in Daily Observation Reports (DOR). Trainees will be certified in CPR/First-Aid, EMD (Emergency Medical Dispatch), NIMS (National Incident Management System), APCO (Association of Public-Safety Communications Officials), and NCIC (National Crime Information Center) during the course of your training.

Work Environment

You will work as a team with other well-trained telecommunication specialists who are highly skilled. You will receive both emergency and non-emergency calls. You will work in assisting law enforcement, fire, and EMS. You will protect first responders. You will make a difference in your community. You will save lives. You will lose lives. You will hear people at their worst moments in life. You will get yelled at for things out of your control. You will be expected to remain professional in difficult circumstances. "We know people we've never seen, addresses we've never been, the impact of every call, and we will help those we will never meet. We are 911 dispatchers."