ONEIDA COUNTY JOB POSTING

E911 TELECOMMUNICATOR

Starting at $26.93 per hour.
No previous experience required.

Oneida County, located in beautiful northern Wisconsin, is accepting applications to fill an E911 Telecommunicator position with the Oneida County Sheriff's Office. The 2026 hourly starting wage for this position is $26.93 to $30.30 based on previous education and experience, plus fringe benefit package which includes affordable health insurance, WI Retirement System benefits and generous PTO (Paid Time Off) with the ability to carryover unused PTO hours into future years.

This position is responsible for receiving and dispatching all nonemergency and emergency calls for service, dispatching emergency vehicles and personnel to incident locations, providing emergency instructions and prioritizing emergency situations as needed. Position also monitors and maintains facility security and performs various clerical and computer entry duties that relate to the maintenance of the E911 system and department records. Position requires frequent use of radio equipment, computers and other technology. Extensive training and mentoring is provided for the position.

Qualified candidates must have a High School degree or equivalent, ability to maintain a high degree of confidentiality, possess a valid WI Driver's license and be able to multi-task. ***No previous E911 Telecommunicator experience is required.*** Successful applicants will be required to pass a pre-employment drug screen, background check, oral interview and computer testing.

For more information and a recruitment video on employment with the Oneida County Sheriff's Office, please visit their website at http://oneidasheriff.org/.

Complete job description and **required** Sheriff's Office application is available at www.oneidacountywi.gov. Applications must be fully completed and returned to Oneida County LRES (Personnel), P.O. Box 400, Courthouse, 1 S. Oneida Ave., Rhinelander, WI 54501 or emailed to KLPayne@oneidacountywi.gov.

Deadline to apply is Monday, September 21, 2026 at 9:00 a.m.

Oneida County is an Equal Opportunity Employer

ONEIDA COUNTY
Job Description

Job Title: E-911 Telecommunicator
Department: Sheriff
Reports To: Telecommunication Sergeant
FLSA Status: Nonexempt
Approved By: Grady Hartman, Oneida County Sheriff
Approved Date: June 22, 2023
Approved By: Lisa Charbarneau, Human Resources Director
Approved Date: June 26, 2023

SUMMARY:
Under the direct supervision of a Telecommunication Sergeant, the E911 Telecommunicator shall be responsible for receiving all nonemergency and emergency calls for service, dispatching emergency vehicles and personnel to incident locations, providing emergency instructions while on the line, and prioritizing emergency situations as needed. The E-911 Telecommunicator is responsible for monitoring and maintaining facility security. The E-911 Telecommunicator performs various clerical and computer entry duties that relate to the maintenance of the E911 system and records of the department. Duties are performed in accordance with the State Statutes and department rules and policy and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
Monitor and answer all telephone calls and radio transmissions from multiple phone lines and radio channels, for emergency and nonemergency calls for service, for the following: Oneida County Sheriff's Department; various Oneida County Law Enforcement agencies; first responder units; fire departments; Emergency Medical Services (EMS); NAWAS Weather Warning System; and State and Federal Law Enforcement agencies. This may include dispatching from an emergency command post.

Responsible to calm and reassure stressed callers while also verbally interrogating the callers to interpret their needs and then dispatch the appropriate personnel/agency utilizing established procedures and practices. This may require the coordination with other Public Service Answering Points (PSAP) in and outside of Oneida County. This requires the responsibility to establish priorities for calls for service and demonstrate situational awareness to anticipate the appropriate course of action in accordance with policies, procedures and protocols.

Operate a wide variety of computer hardware and software systems. Enter and maintain all information (some being confidential) received, as required and directed, into the Records Management System (RMS) and Computer Aided Dispatch (CAD) system. These files include: geography (GEO) and mapping file, runaway/missing persons file, temporary restraining order files, warrant files, business record files, and calls for service and patrol area summaries.

ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):
Perform all Crime Information Bureau (CIB) and National Crime Information Center (NCIC) transactions as required and in accordance with state and federal regulations.

Monitor and operate equipment/building control systems for Law Enforcement Center equipment such as: camera security system, fire alarms, and all facility entrance doors.

Operate and maintain communication recording system.

Perform any other duties as assigned.

SUPERVISORY RESPONSIBILITIES:
Limited to training new Telecommunicator.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of Oneida County geography and surrounding counties.
Knowledge of emergency first aid.
Knowledge of Federal, State, and local laws and ordinances.
Ability to multitask and multi-listen.
Ability to use computers and computer aided technology (software/hardware/peripheral items).
Ability to communicate effectively and function calmly under stressful/emergency situations.
Ability to attend various training schools and pass/maintain required certifications.
Ability to interview and gather facts from witnesses and victims in an appropriate and efficient manner. Some of the situations are crimes in progress/fire-medical emergencies that require the immediate relay of information to responding units.
Must possess good verbal, visual, and listening skills.
Ability to prepare accurate and complete reports.
Ability to type with minimum error and complete data entry without error.
Ability to maintain confidentiality.
Skill to deal courteously with the public.
Skill to deal with the stress of life or death situations.

EDUCATION and/or EXPERIENCE:
High School degree or equivalent
Post high school work experience or education in such areas as: dispatching, EMS, fire service, switchboard operations, or radio communications preferred.

LANGUAGE SKILLS:
Possess clear speaking ability.
Possess good verbal and written communication skills.

MATHEMATICAL SKILLS:
Good basic mathematical skills.

REASONING ABILITY:
Must have the ability to quickly evaluate situations and anticipate needs to make good decisions based on training/experience and policy/procedures.

CERTIFICATES, LICENSES, REGISTRATIONS:
Maintain required certifications for CIB/TIME system.
Maintain EMD Certification
Valid Wisconsin driver's license.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Able to stoop, kneel, crouch and crawl.
Able to sit for long periods of time.
Possess dexterity to manipulate keys, keyboards, operate control boards and manage multiple tasks.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to work in an enclosed office area for scheduled shifts.