



Thank you for your interest in employment with Red River Regional Dispatch Center, we trust the following information will be helpful as you contemplate a position with RRRDC. The information is current as of 2016.

Hiring Process

The hiring process typically takes 60-90 days from the time you take the video test until you start at RRRDC. Candidates who successfully pass the video test will be invited to interview. Conditional job offers are following the interview. You will be given a background packet to complete which, when completed, will be given to the background investigator. During the background process you will complete a drug screen, hearing test, general health screening, psychological exam, and polygraph. The background process takes approximately 4-6 weeks. You will be notified when it is complete and upon successful completion of the background, you will be notified of a start date. We will give you adequate notice so you can provide your current employer with a two week notice.

Health Insurance

Blue Cross Blue Shield health insurance is provided with three options available. Options are: Employee, Employee plus children, or family (employee plus spouse or employee plus spouse and children.) Employee pre-tax monthly employee premium is \$42.00 per month, employee plus dependent children premium is \$215.00 per month and family premium is \$385.70 per month. Coverage begins the first of the month following date of employment.

Dental Insurance

Always Care provides dental coverage for RRRDC. There is no cost to the employee. Employees may choose addition coverage for dependents. The pre-tax premium is 34.14 per month for dependent children or a spouse and \$86.32 per month for employee plus family (spouse and children.) Coverage begins the first of the month following date of employment.

Vision Insurance

Avisis vision insurance is offered to RRRDC employees at no cost. Employees may choose coverage for dependents at a pre-tax cost of \$4.38 per month for one dependent and \$9.34 per month for two or more dependents. Coverage begins the first of the month following date of employment.

Life Insurance

MetLife provides term life insurance coverage. \$10,000 policy is provided to no cost to employees. Additional life insurance may be applied for by the employee for his/her self, spouse, and/or dependent children at rates determined by coverage amount and age. Coverage begins the first of the month following employment.

401(k)

RRRDC provides a defined contribution 401(k) retirement benefit for employees after one year. Employees contribute 5% of salary; RRRDC contributes 6.05%. Employees may also elect to voluntarily contribute to the 401(k) beginning with the first quarter following date of hire, pre-tax and ROTH options are available.

Flexible Benefits

Region 1 provides both medical and dependent care expense benefits. The maximum of \$5000(pre-tax) for dependent care and \$2550 (pretax) for medical care is allowed each year. Coverage, if elected begins the first of the month following date of employment.

EAP

RRRDC offers an Employee Assistance Program (EAP) through the Village Family Service Center. Employees and their family members are eligible to participate in EAP services for assistance with problems such as family issues, grief, financial difficulties, and other personal matters. All services are confidential.

Peer Support

RRRDC has a peer support program to offer ongoing support and awareness of the risks posed by work related stress on the mental and physical health of communication operators.

Direct Deposit

All RRRDC employees are paid by direct deposit. Employees are offered the ability to deposit their payroll into multiple accounts. Payroll is distributed every other Friday.

Pay Scale

2016 RRRDC pay scale for communications operators is:

Step	Annual \$	Month \$	Hour \$
1	39,423.07	3,285.26	18.9534
2	41,591.34	3,465.95	19.9958
3	43,878.86	3,656.57	21.0956
4	45,853.41	3,821.12	22.0449
5	47,916.82	3,993.07	23.0369
6	49,833.49	4,152.79	23.9584
7	51,826.83	4,318.90	24.9167
8	53,640.77	4,470.06	25.7888
9	55,518.20	4,626.52	26.6914
10	57,183.74	4,765.31	27.4922

Employees start at step 1 in the training program. Communications operators are non-exempt employees and eligible for overtime.

Step Increases

Each year on the employee's date of hire or promotion the employee is moved to the next step on the pay scale.

Paid Time Off

Paid Time Off (PTO) is accrued at the rate of slightly over one day per month (144 hours per year) for new employees. Beginning years 4, 8, 13, and 19, the PTO rates increase. An additional 80 hours of PTO is earned for holidays each year. (See below)

Holidays

RRRDC recognizes ten (10) holidays per year. Employees work holidays based upon if it falls on their selected schedule line. Work on a holiday is paid at time and a half; overtime on a holiday is paid at double time. Employees are credited eight (8) hours of PTO for each holiday as it occurs, regardless if the employee works it or does not work it.

Training

The RRRDC training program is made up of orientation and three (3) training phases. Orientation is in a classroom setting. The remaining three phases you are assigned to a communications training operator (CTO) and follow your CTO's schedule. Each phase lasts from 5-7 weeks. You will work all shifts during training. You will be CPR certified and EMD (Emergency Medical Dispatcher) certified and NCIC (National Crime Information Center) certified during your training program. You will receive daily feedback from your CTO during the training program. Completion of the training program takes approximately 25 weeks. Ongoing training is provided to all RRRDC employees.

Shifts and Schedule

RRRDC operates 24 hours per day, 7 days a week, 365 days per year. Employees work shifts and are required to work weekends, holiday and evenings. Communications operators work 40 hour weeks on a schedule that rotates days off each week. The shifts are 10 hours in length. The basic schedule rotation is 5 days on/3 days off for a number of weeks and then 4 days on/4 days off for a number of weeks. Shifts at RRRDC start at various times during the day, for example, there are shifts starting at 6AM, 7AM, 8AM, 11AM, 5PM, 6PM, 7PM, 8PM. During training, employees work all shifts. After training, employees are assigned to a shift where needed. Each year, shift selection is completed in October for the upcoming year. Three pools of employees bid for shifts: shift supervisors, employees with over 18 months experience and employees with less than 18 months experience. Shifts are bid by seniority in each pool. Employees bid for their shift for the entire upcoming year. RRRDC employees may not get their desired shift for several years. Shift adjustments may be done to cover time off. Employees may be required to work mandatory shift extensions at times to cover unscheduled PTO time, high priority incidents, or other events. Employees may swap shift with other employees.

Work Environment

You will work as part of a team of well trained and highly skilled communications operators. You will receive calls that are stressful and emotional. You will save lives. You will protect responders. You will make a difference in your community. You may be yelled at and sworn at by callers. You will be expected to remain professional in difficult circumstances. "The mission of the Red River Regional Dispatch Center is to enhance the quality of life of every person in the Fargo/Cass County, ND and Moorhead/Clay County, MN by receiving and processing 9-1-1 emergency and non-emergency calls and by dispatching police, fire, and emergency medical response units in a prompt, efficient, courteous and professional manner to help save lives, protect property and assist the public making it a safer community to live, work and visit."

Uniforms

After completion of phase two of the training program, employees are issued uniforms. The uniforms consist of a variety of shirts styles from which the employee may choose. During training, employees wear business casual. Jeans may be worn on casual weekends for making a \$10 quarterly donation to charity.