

911 Public Safety Dispatcher

Salary \$28.10 - \$39.05 Hourly + \$1/hr Shift Differential and 8.5 year top out
\$58,448.00 - \$81,224.00 Annually

Current certified applicants start between \$29.08/hr to \$39.05/hr depending on experience.

Job Type Full-Time

FLSA Non-Exempt

The Johnson County Joint Emergency Communication Center (JECC) is currently accepting applications for full-time 911 Public Safety Dispatchers to provide emergency dispatch services for the 157,528 residents of Johnson County including the City of Iowa City, Coralville, North Liberty and University Heights. The 911 Public Safety Dispatcher is the first-line public safety professional that handles requests for public safety services as requested. The Public Safety Dispatcher processes and answers both emergency and non-emergency calls for service via phone, radio and computer to dispatch the appropriate police, fire, and EMS agencies. Operates computers to enter information regarding warrants, missing person, stolen property, etc. and to receive needed information. Files and keeps records. Performs all other related duties as assigned.

QUALIFICATIONS: High school diploma or equivalent required. Knowledge of office procedures and standard office equipment including the basic knowledge of personal computers and applications. Ability to hear at a normal speaking range; ability to establish and maintain good working relations with the general public under all circumstances; ability to speak in a clear, concise voice; ability to understand and follow oral and written instructions; ability to learn and memorize code and procedures; ability to read maps; ability to work effectively under stressful conditions regardless of the situation; ability to type a minimum of 45 wpm by completing a typing assessment using Criticall public safety dispatcher pre-employment testing, skills in the operation of two-way radio, multi-line telephone, TDY for the Deaf, computer aided dispatch and NCIC/IOWA system software, digital paging system and computer; State of Iowa NCIC Certification within six (6) months of employment; completion of ILEA 40 hour telecommunicator school within one (1) year of hire; completion of BIST training; must possess a valid driver's license to operate a motor vehicle in the State of Iowa and pass a thorough background check which includes a criminal history review. Regular work attendance required.

Criticall testing is a component of the hiring process. Those who pass initial screening will be invited to attend oral interviews.

SCHEDULE: Must be able to work all shifts, including voluntary and forced overtime with no reservation. Employees work a 4 on 2 off schedule consisting of 8 and 10 hour shifts with rotating days off.

SALARY: The starting annual salary for this position is \$58,448.00 (\$28.10 per hour) increasing to \$29.08 per hour after 6-month probationary training period. Annual increases thereafter up to 8.5 years. Top pay after 8.5 years is \$39.05/hr. There is an additional \$1.00/hr shift premium for 2nd and 3rd shift.

Current certified applicants may start between \$29.08/hr to \$39.05/hr depending on prior experience.

BENEFITS: Comprehensive benefit package which includes the following: Medical, Dental, Vision, Life, LTD and AD&D insurance. Iowa Public Employee's Retirement (IPERS) pension plan, Deferred Compensation with Employer Match and Flex Spending. Twelve (12) paid holidays per year. Public

Service Loan Forgiveness - (The PSLF program forgives the remaining balance on your Direct Loans after you have made 120 qualifying monthly payments while working full-time for a qualifying employer.)

HIRING INCENTIVE: New full-time employees may receive up to \$1,850.00 in hiring incentives upon successful completion of a probationary period if they currently possess certain certifications and/or prior experience.

TO APPLY: Applications can be completed online at: <https://www.johnsoncountyiowa.gov/jobs-and-openings>. Click on the JECC Employment Application to apply.

In order to be considered for this position, all applicants must submit their application by the deadline listed on this posting. Please keep in mind that submission of a resume in lieu of work history on your application is not sufficient.

DEADLINE: Applications will be accepted until 5:00 p.m. on September 24th, 2026.

Successful completion of a pre-employment background check and investigation, hearing test and drug screen are required prior to employment with the Joint Emergency Communications Center. The Joint Emergency Communications Services Association is an affirmative action equal opportunity employer.