



Communications Operator I/II

Explore. Thrive. Belong.

Jefferson County is the Heart of the Heartland. We offer the best of Wisconsin living with safe, family oriented, vibrant business and civic communities surrounded by picturesque farmland. Jefferson County is proud of our small-town living options and easy access to major urban centers.

ABOUT THE JEFFERSON COUNTY SHERIFF'S OFFICE

Jefferson County Sheriff's Office promotes a criminal justice system that balances the protection of life, liberty, and property of the community with the rights and privileges of the individual, and to make choices that are consistent with the pursuit to fashion a credible, professional law enforcement agency, engraving the mark of excellence upon all acts and decision.

WHAT YOU WILL DO

As a Communications Operator you will receive emergency and non-emergency calls, prioritize situation, advise callers, and dispatch assistance. We are looking to fill two vacant full-time positions. Experience dispatching with a Law Enforcement agency is preferred but not required.

A Communications Operator test is required and will be administered at the Jefferson County Sheriff's Office.

We operate on a 24/7 365-day schedule.

Communication Operators work:

5 days on, 2 days off

5 days on, 3 days off

We run 3 shifts every day:

1st shift: 7am-3pm

2nd shift: 3pm-11pm

3rd shift: 11pm-7am

Some weekend/holiday shifts are required.

SOME ESSENTIAL RESPONSIBILITIES

You will be successful in this role by completing the following tasks and responsibilities:

- Ability to multi-task and work in a team environment
- Receives, assesses, and acts on 9-1-1 and non-emergency calls.
- Dispatches and communicates with law enforcement, fire, emergency medical services, and other necessary agencies using multi-line telephone and multi-channel radio systems.
- Documents all requests for service in a computer aided dispatch (CAD) system.
- Interprets incoming messages from state and nationwide linked computer system and acts.
- Updates records in local, state and nationwide databases as required.
- Accesses local and state database systems, in-house records and works with other agencies to verify and/or provide information as requested by law enforcement.
- Responds to court notifications and processes requests.
- Manages digital audio recording system and maintains reference library of recordings.
- Tests radio, paging and outdoor warning sirens.



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Requirements:

- High School Diploma or equivalent.
- One-year work experience.
- Or equivalent combination of education and experience.

Preferred Requirements:

- One to two years of experience dispatching with a Law Enforcement agency, relevant training / or associates degree, or equivalent combination of education and experience.

Wage & Benefits

\$24.91 - \$32.38 per hour based on candidate's training qualifications and job-related years of experience. Jefferson County offers an excellent, comprehensive benefits package for full-time employees.

Upon hire, the applicant will be classified as a Communications Operator I and will start at \$24.91 per hour. Upon successful completion of training and a satisfactory review at 6 months of full-time employment, the Communications Operator I will be moved to Communications Operator II and will then receive \$27.43 per hour.

Communications Operator I/II who work 2nd shift (3pm – 11pm) will receive a \$2.00 per hour shift differential. Communications Operator I/II who work 3rd shift (11pm – 7am) will receive a \$3.00 per hour shift differential.

Benefit Highlights if Full Time

*Health insurance*Health insurance opt Out Plan*Dental & Vision insurance
*Life insurance*Wisconsin Retirement System*Health Savings Account*Deferred Compensation Program*

Employees at Jefferson County Value

*Competitive Pay*Excellent Benefits*Great Coworkers*Flexibility*Advancement & Opportunity*Family Feel*

2026 Gold Certified Family Friendly Workplace



For more details and to apply, visit our career opportunities page at Jefferson County:
jeffersoncountymi.gov.

Jefferson County is an Equal Opportunity Employer