

**HARRISON COUNTY SHERIFF'S OFFICE  
Law Enforcement Job Description**

<b>Position Title:</b> Dispatcher	<b>Base Salary:</b> \$30,000.00 annually \$32,000.00 – certified
<b>Supervised By:</b> OIC of the Communications Division	

**JOB DESCRIPTION SUMMARY**

The Dispatcher position is skilled emergency service work that involves receiving emergency 911 and non-emergency requests for police assistance, determining nature/urgency of calls, initiating police or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements.

It requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotional, disturbed and sometimes abusive people in a variety of situations. Work may be done separately or in conjunction with other dispatchers and dispatchers may assist in training, teaching and basic operational equipment management.

The Dispatcher position requires rotating shift assignments and overtime in accordance with maintaining a fully operational 24 hour facility.

An applicant for the position of Dispatcher in the Harrison County Sheriff's Office that cannot perform these essential tasks will not be accepted. A current employee in the position of Dispatcher who is no longer able to comply with the requirements of the Harrison County Sheriff's Office will be referred to administration for appropriate action to be taken.

**SPECIFIC DUTIES:**

In addition to the general duties required, Dispatchers will perform the following specific duties. Deviations from the duties within this job description are subject to the prior written approval of the OIC of the Communications Division. The Dispatcher will:

1. Receive and respond to emergency and non-emergency calls including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone and radio systems and computer-aided dispatch (CAD) systems;
2. Process and evaluate information received, prioritizes calls and dispatches required units and/or agencies;

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3. Monitor and coordinate police unit activity and assignments via police radio frequencies;
4. Maintain status and locations of public safety personnel;
5. Utilize technology such as computers, radio systems, telephones, fax machines and other communication equipment;
6. Create and maintain automated or manual logs of public safety communications activity;
7. Access and enter sensitive data in local/state/national databases as necessary for investigative purposes;
8. Enter and maintain files for persons or property pending apprehension/recovery;
9. Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
10. Keeps informed of Official regulations, policies and procedures;
11. May assist in providing on-the-job training for Police Dispatchers and submit progress reports and evaluations on trainees.
12. Perform other duties that may be assigned by Communications Officer in Charge.

#### **CHAIN OF COMMAND:**

This position reports and is accountable to the OIC of the Communications Division. Annual and supplemental job performance evaluations will be completed in writing and discussed with the officer performing these duties. During the review, the officer will sign the evaluation acknowledging receipt only, and receive a copy of the evaluation. The officer may disagree with the evaluation, and provide written comments as well.

#### **EDUCATION AND EXPERIENCE:**

1. Have a high school diploma or equivalent (GED);
2. Be at least 18 years of age;
3. Be able to successfully complete and maintain the required Mississippi Law Enforcement Dispatcher's Basic Certification Course;

#### **DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of public service activity and methods of local government;
- Knowledge of computer technology and equipment;
- Knowledge of law enforcement terminology and procedures;
- Knowledge of geography for Harrison County and surrounding areas;
- Knowledge of English language for spelling and proper word usage;
- Skill in multi-tasking- coordinating simultaneous mental, manual and visual activities;

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## Law Enforcement Job Description, Dispatcher

- Skill in observing situations analytically and objectively and relaying details accurately;
- Skill in communicating using two-way radio and telephone equipment;
- Skill in operating a variety of communications equipment effectively;
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries;
- Ability to speak clearly and concisely;
- Ability to think clearly and act quickly in emergencies;
- Ability to establish and maintain effective working relationships with Sheriff Office personnel, outside law enforcement agencies and the public;
- Ability to meet attendance schedule with dependability and consistency.

### **SPECIAL REQUIREMENTS**

1. This position requires the satisfactory completion of a personal background investigation by law enforcement.

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