



# CITY OF GLUCKSTADT

MISSISSIPPI

OFFICE OF THE POLICE DEPARTMENT

140 Gluckstadt Way, Gluckstadt, Mississippi 39110

CHIEF BARRY HALE

ASSISTANT CHIEF JEREMY SLAVEN

## **Job Type**

Full-Time

Salary \$40,000.00 plus benefits

## **Job Description: Dispatcher**

### **Summary**

A Dispatcher in a law enforcement agency is responsible for receiving and processing emergency and non-emergency calls, dispatching appropriate resources, and maintaining communication between the public and law enforcement personnel. The role is essential to ensuring the safety and efficiency of law enforcement operations by providing timely, accurate information to officers in the field.

### **Essential Functions**

The essential functions include, but are not limited to, the following duties. Additional functions may be identified by the city and listed as such in the incumbent's performance appraisal elements. Various tasks may be assigned under each essential function. Those listed below are examples of work that may be amended or added as needed.

### **Examples of Work**

Examples of work performance in this classification include, but are not limited to, the following tasks. These tasks may be amended, or other tasks may be assigned as necessary:

- Answer emergency and non-emergency calls from the public, assessing the urgency and nature of the call.
- Dispatch law enforcement officers, emergency medical personnel, or other resources to calls for service.
- Maintain accurate and complete records of all calls, including relevant information, responses, and resolutions.
- Communicate clearly and effectively with law enforcement personnel, first responders, and the public.
- Provide real-time updates to officers in the field and maintain communication during critical incidents.
- Monitor radio channels, ensuring that communications are clear, professional, and efficient.
- Document and prioritize incoming calls, ensuring that high-priority calls are handled promptly and accurately.
- Assist in the coordination of resources, personnel, and information during major incidents or emergencies.
- Use computer-aided dispatch (CAD) systems, radio systems, and other communication technologies to track and manage calls.
- Follow department procedures, protocols, and policies in handling calls and dispatching resources.
- Report any technical issues or equipment malfunctions to supervisors or IT staff as necessary.
- Assist with filing and maintaining communication logs and related documentation.

### **Equal Employment Opportunity**

The city of Gluckstadt, MS is an Equal Opportunity Employer. Selection of position will be made without discrimination for any reason such as race, color, religion, sex, national origin, politics, or marital status.

### **Skills required**

- Strong verbal and written communication skills to interact effectively with the public, law enforcement personnel, and other first responders.
- Ability to remain calm and focused during high-stress and emergency situations.
- Proficient in using dispatch software, radio systems, and other communication tools.
- Good multitasking skills, with the ability to manage multiple calls and tasks simultaneously.
- Ability to quickly and accurately assess situations and dispatch appropriate resources.
- Knowledge of department policies, procedures, and standard operating guidelines related to dispatch operations.

## **Minimum Qualifications**

- High school diploma or equivalent.
- Certification as a dispatcher or the ability to obtain certification within a specified time frame.
- Ability to work in a fast-paced environment and make critical decisions under pressure.
- Good organizational skills and attention to detail.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Have and maintain valid driver's license.

## **Education and Experience**

- High school graduate or equivalent required.
- Certification as a dispatcher (or the ability to obtain certification within a specified time frame).
- Experience in dispatching or a related field is preferred but not required.

## **Abilities**

- Able to handle stressful situations and manage emergency calls with composure.
- Able to clearly communicate instructions and information to law enforcement officers and the public.
- Able to work effectively as part of a team, supporting fellow dispatchers and field personnel.
- Able to operate dispatch equipment, including radios, computers, and telephones, effectively and efficiently.
- Able to manage and prioritize multiple tasks simultaneously.

## **Physical Requirements**

- Ability to sit for extended periods while answering calls and dispatching resources.
- Ability to speak clearly and listen attentively for long durations.
- Ability to give and receive information through speaking and listening.
- Ability to perform general office duties, including the ability to use a computer and other office equipment.
- Ability to work in a high-paced, high-pressure environment.

**Work Environment**

The work environment is in a dispatch center within the police department. The position requires constant communication and multitasking.

**Applicants must submit the following forms or be prepared to**

Copy of Valid Driver's License, Social Security Card and/or U.S. passport

Application and resume

Copy of certifications, high school/college diplomas, or training certificates related to the position description.

Present a copy of Birth certificate.

Be able to pass a background check.

Participate in an oral board interview.

**Interested applicants should send or drop off an application and resume to the police department at 140 Gluckstadt Way, Gluckstadt, MS 39110 or email to [david.potvin@gluckstadt.net](mailto:david.potvin@gluckstadt.net).**

