

POSITION: Pearl River County Dispatch Supervisor – Police/Sheriff/Fire/EMS/9-1-1

Respondents must include their resume and Application for Employment (<http://www.pearlrivercounty.net/files/application.pdf>).

These documents must be delivered to the following address by 5:00pm Thursday, Oct 8, 2020.

Pearl River County Board of Supervisors
200 South Main Street
Poplarville, MS 39470

POSITION SUMMARY

Pearl River County is consolidating its dispatch functions at Millard and Picayune to one central location in Picayune to be located in the county government building at 917 Goodyear Blvd, Picayune, MS 39466. The county is looking to hire an individual to be the Dispatch Supervisor. This position will be a Pearl River County employee.

WORK EXPERIENCE:

- 5 years of public safety dispatch and/or 911 emergency communications experience.
- 3 years lead or supervisory experience preferred; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

ESSENTIAL SKILLS FOR THIS POSITION:

1. Manages the overall operations on the Pearl River County Dispatch Center;
2. Knowledge of police, fire, and emergency medical codes, terminology, and service priorities. Knowledge of rules and regulations of the Federal Communications Commission (FCC) in operating radio and teletype equipment.
3. Knowledge of methods and techniques used in receiving and transmitting messages accurately and calmly in emergency situations by radio, telephone, and teletype equipment.
4. Supervises quality control checks of entries into Zetron Computer Aided Dispatch (CAD) and Agisent records management system;
5. Schedules training for dispatchers and ensure all dispatchers are cross-trained
6. Supervises and ensures maintenance of communications and dispatcher equipment;
7. Maintains and keeps all records for the dispatch communications functions;
8. Supervises and maintains the use of the phone systems for dispatch calls;
9. Maintains and updates all emergency manuals;
10. Prepares written reports as directed;
11. Manage duty schedule to ensure minimum staffing and budgetary allocations are maintained;
12. Perform the duties of a Dispatch Supervisor when necessary, including dispatching and call taking;
13. Develops and submits statistical analysis of all dispatch activity on a regular and as directed basis;

GENERAL SKILLS FOR THIS POSITION:

1. Knowledge of methods and techniques used in operating state-of-the-art communications equipment and systems such as radio consoles, computer terminals, deaf assistance phones, and other alarm systems.

2. Proficient in Microsoft Office Suite and related software.
3. Skilled in supervising staff, organizing, and prioritizing work.
4. Skilled in using a Computer Aided Dispatch (CAD) terminal.
5. Skilled in interpreting and enforcing rules, regulations, policies, and procedures. Skilled at receiving and transmitting messages accurately using radio or telephone equipment
6. Able to monitor the receipt, transmission, and accuracy of messages processed using state-of the-art emergency communications equipment and systems.
7. Able to make decisions in emergency or high-risk situations.
8. Able to resolve problems and making decisions.
9. Able to prepare and present oral and written communication/reports.
10. Able to provide effective customer service.
11. Communication and interpersonal skills and techniques as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.
12. Ability to establish and maintain effective working relationships with other dispatch personnel, officials, law enforcement personnel, and the general public.
13. Ability to instruct, direct, and evaluate employees as needed.
14. Ability to determine the need for revision and/or change in work area instructions.
15. Ability to maintain favorable labor relations.
16. Ability to identify training needs and initiate appropriate training methods.
17. Ability to interpret and explain appropriate work instructions and guidelines to subordinate employees.
18. Ability to write and interpret goals and objectives in order to evaluate work product
19. Ability to conduct studies, evaluate results and prepare reports.
20. Ability to organize and/or plan recordkeeping and/or filing systems for the work area.
21. Ability to solve problems related to the work.
22. Ability to maintain composure under stressful conditions.
23. Ability to quickly and accurately make decisions involving life threatening and/or other emergency conditions.
24. Ability to read maps and to effectively direct emergency and/or department personnel to locations of crimes or incidents.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Thorough knowledge of the geography of Pearl River County and its subdivisions;
2. Skilled in map reading;
4. Strong organizational skills;
5. Ability to prepare accurate logs and reports;
6. Ability to think clearly and make quick decisions in an emergency situation;
7. Ability to perform multiple tasks at the same time;
8. Ability and willingness to work shifts;
9. Must pass background investigation.

EDUCATION AND EXPERIENCE:

1. High School diploma or G.E.D.
2. Valid Driver's License.
3. Must meet all requirements for Dispatch Supervisor

SPECIAL NOTICE ITEMS: This position requires satisfactory completion of a background investigation due to the need for access to law enforcement facilities, records, and communications systems. Polygraph and drug screening are required for all positions. Some

positions may require fluency in English and a second language, as determined by the Department of Emergency Services.

OTHER REQUIREMENTS: All positions require attaining and maintaining access certifications by the Sheriff's Office, local police departments, State and Federal agencies for Criminal Justice Information, related law enforcement and courts databases, and communications systems. Failure to acquire and maintain such certifications may be grounds for termination.

PHYSICAL AND ENVIRONMENTAL CONDITIONS: Work demands occasional strenuous effort. For example, handling of moderately heavy boxes, moderately heavy tools, equipment, or materials, or walking/climbing or sitting/standing in a fixed position for extended periods of time. Work involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions, e.g., aggressive human behavior, extreme outdoor weather conditions, or similar situations where conditions cannot be controlled.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.