

POSITION: Pearl River County Dispatcher for 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, Feb 18, 2021

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

POSITION SUMMARY

Pearl River County has consolidated its dispatch functions at Millard and Picayune to one central location. The county is looking to hire individuals to expand the team to serve as Dispatchers. This position will be a Pearl River County employee.

POSITION OVERVIEW

The 911 dispatcher is often the unsung professional of the emergency response team. These professionals, who gather essential information from callers and dispatch the appropriate first responders to the scene, must be able to take control of situations that may be chaotic, heart-wrenching, stressful, confusing, and frenzied.

DESIRED 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 using a Computer Aided Dispatch (CAD) terminal.
4. Skilled in interpreting and enforcing rules, regulations, policies, and procedures. Skilled at receiving and transmitting messages accurately using radio or telephone equipment.
5. Able to monitor the receipt, transmission, and accuracy of messages processed using state-of-the-art emergency communications equipment and systems.
6. Able to make decisions in emergency or high-risk situations.
7. Able to provide effective customer service.
8. 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.
9. Ability to establish and maintain effective working relationships with other dispatch personnel, officials, law enforcement personnel, and the general public.
10. Ability to read maps and to effectively direct emergency and/or department personnel to locations of crimes or incidents.
11. Knowledge of the geography of Pearl River County and its subdivisions;
12. Ability to think clearly and make quick decisions in an emergency situation;
13. Ability to perform multiple tasks at the same time;
14. Ability and willingness to work shifts;
15. Must pass background investigation.

EDUCATION AND EXPERIENCE:

1. High School diploma or G.E.D.
2. Valid Driver's License.

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.

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.