



**Town of Long Beach, Indiana  
POSITION DESCRIPTION**

---

---

**TITLE:** Police Dispatcher

**FLSA CLASSIFICATION:** Non-Exempt

**JOB CLASSIFICATION:** Regular Part-time

**REPORTS TO:** Chief Marshal

**EFFECTIVE DATE:** 01/01/2021

---

---

**SUMMARY/OBJECTIVE:**

The dispatcher is a civilian position within the Long Beach Police Department. Duties and responsibilities are serving as a police dispatcher. Also, assisting with the daily operations of the Town Hall by greeting the public and answering phone calls. Responsible for the monitoring of police radio communications to include the entering and dispatching of calls for service. Record keeping in the records management system (RMS) and computer aided dispatch (CAD) databases. This position will also coordinate with other Town departments by sharing information and taking phone messages when necessary. The duties and responsibilities for this position are many and are not limited to the above and below listed. Additional duties may periodically be assigned by the Chief Marshal.

**ESSENTIAL FUNCTIONS:**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The essential functions listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Responsible for answering the department phones
- Greeting the public that enter the Town Hall
- Monitoring Police radio communications. Entering and dispatching of calls for service.
- Data entry into the CAD and RMS software management systems.
- Assist with public information request
- Assist the volunteer Fire Department and other departments when possible and as needed
- Assist with general cleaning of the Town Hall
- Prepare the Town Hall meeting room for scheduled meetings.
- Monitor community center surveillance camera system
- Assist with the computer server backups at the Town Hall.
- Perform computer updates on the dispatcher terminal and other department computers.

**SKILLS AND ABILITIES:**

- General computer skills and software knowledge. Tech-savvy preferred
- Exceptional oral and written communication skills
- Confidentiality is of utmost importance

**SUPERVISORY REPONSIBILITIES:**

There are no supervisory responsibilities for this position.

**EDUCATION AND EXPERIENCE:**

- Possess a high school diploma
- Must be 18 years of age or older
- Associate or bachelor's degree - preferred
- At least 3 years of experience as a radio dispatcher - preferred  
*Individuals with equivalent experience will be considered for employment without the required degree.*

**ADDITIONAL ELIGIBIITY REQUIREMENTS:**

- Must have a valid Indiana driver's license
- Subject to certain restrictions based on reasonable business concerns employees are permitted to engage in outside work or hold other jobs.

**WORK AUTHORIZATION/SECURITY CLEARANCE REQUIREMENTS:**

- Must pass a criminal history and background investigation which is required for IDACS/NCIC certification.
- No previous felony convictions or extensive criminal history.

**TOOLS AND EQUIPMENT USED:**

- Police dispatch equipment
- computer
- calculator
- fax machine
- printer/scanner/copier
- telephone

**WORK SCHEDULE:**

As needed to cover the Police Dispatch services.

**WORK ENVIRONMENT:**

- Indoor office environment
- The noise level is usually quiet in office settings
- Temperatures are regulated

**PHYSICAL DEMANDS:**

*Reasonable accommodations may be made to enable individuals with disabilities to meet the physical demands*

- Sit
- Stand
- Talk and listen
- Use hands and fingers
- Handle or operate objects, tools, or controls
- Reach with hands and arms

**TRAVEL REQUIRED OUTSIDE OF LONG BEACH:**

Not required

**DISCLAIMER:**

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*