

Emergency Communications Dispatcher

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Objective

Seeks to obtain a position in customer service that will utilize business education. Abilities Experience in interacting with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Skills

Engineering, Account Management, Industrial Hydraulics, Industrial Automation, Industrial Heat.

Work Experience

Emergency Communications Dispatcher

ABC Corporation - October 1980 - October 2010

- Operated radio, telephone, or computer equipment at emergency response centers.
- Received reports from the public of crimes, disturbances, fires, and medical or police emergencies.
- Relay information to law enforcement and emergency response personnel.
- Maintained contact with the caller until responders arrive.
- Question callers to determine their locations, and the nature of their problems to determine the type of response needed.
- Received incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information, and after-hours calls for departments within a city.
- Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures.

Emergency Communications Dispatcher

Delta Corporation - 1977 - 1980

- Coordinated communications and police response.
- Prioritized and dispatched 1000 to 2000 emergency calls and 6000 to 9000 non-emergency calls per year.
- Conducted and assisted in the training of new dispatchers to meet industry standards; completed daily and monthly trainee evaluations and reports.
- Awarded Chiefs Distinguished Service Medal Salt Lake County Sheriff, 2010.
- Certified in Basic Communications Dispatching and Georgia Crime Information Center (GCIC) security, confidentiality, and ethics for law enforcement.
- City, MO Schedule or dispatch workers, work crews, equipment, or service vehicles to appropriate locations, according to customer requests, .
- Arrange for necessary repairs to restore service and schedules.

Education

Diploma - 1980(Maine Criminal Justice Academy - Vassalboro, ME)