

# ROBERT SMITH

## Emergency Communications Dispatcher

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A skilled communicator in fast-paced environments and possess excellent telephone, attention to detail, multitasking, and interpersonal skills. Work ethic, personal, and professional integrity is extremely important. A team player yet can work well independently. Timeliness and personal appearance speak to the character as well.

**JUNE 2013 - MAY 2014**

### **EMERGENCY COMMUNICATIONS DISPATCHER - ABC CORPORATION**

- Operated a multi-line telephone system to answer emergency and non-emergency calls for service.
- Operated and communicated through multiple radio transmitters and receivers.
- Calms negotiated, advises, and otherwise communicates with callers to obtain necessary and accurate information.
- Simultaneously processes information without sacrificing speed and accuracy.
- Determines the appropriate nature of calls and assigns the predetermined codes and priorities necessary for proper emergency service response.
- Monitored location, status, and needs of police, fire, medical, and other emergency personnel by use of radio, telephone, computer, logs, and other means.
- Provided emergency medical assistance to the public by telephone.

**2012 - 2013**

### **EMERGENCY COMMUNICATIONS DISPATCHER - DELTA CORPORATION**

- To answer emergency and non-emergency multi-line phones and disseminate calls for service to appropriate personnel.
- To answer two-way radio traffic from commissioned staff and fire personnel and relay relevant information regarding calls for service in a timely .
- Other duties as assigned.
- To answer emergency and non-emergency multi-line phones and disseminate calls for service to appropriate personnel.
- To answer two-way radio traffic from commissioned staff and fire personnel and relay relevant information regarding calls for service in a timely .
- To enter calls for service in a computer-aided dispatch (CAD) system and update information as needed, To maintain TIES certification for the purpose .
- Other duties as assigned.

## **EDUCATION**

Bachelor of Science - (Resort/Restaurant management- Colorado State University)

## **SKILLS**

Proficient In Microsoft Word, Outlook, Excel, And PowerPoint; Type 45-50 WPM And 10 Key; English Grammar And Spelling; Organization; Multi-tasking; People; Communication.