

# ROBERT SMITH

## Emergency Communications Officer

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### SUMMARY

Seeking to obtain employment that embodies previous skills developed as an associate and held supervisory positions. Excellent interpersonal and organizational skills with attention to detail.

### SKILLS

Microsoft Office - Word, Excel, Powerpoint, And Outlook.

### WORK EXPERIENCE

#### Emergency Communications Officer

Pasco County - April 2013 – May 2020

- Answered non-emergency and 911 emergency requests to assist public and staff with emergency and non-emergency public safety assistance.
- Performed communications work involving the processing of Enhanced 9-1-1 calls (wireless and ten-digit) and dispatching of fire, emergency medical services (EMS), and law enforcement agencies.
- Accurate and rapid processing of routine and emergency calls, which requires following prescribed standard operating procedures.
- Transferred callers to other emergency response agencies such as law enforcement following prescribed procedures.
- Duties require the ability to quickly determine the nature of the emergency from information provided by emergency personnel or the public and initiate appropriate action.
- Received telephone calls from citizens or emergency personnel requesting assistance or information; screen the calls, and initiate appropriate action per established protocols.
- Offered pre-arrival medical and fire instructions via telephone per established protocols.

#### Emergency Communications Officer

Delta Corporation - 2008 – 2013

- Answering emergency and non-emergency calls Dispatching calls as appropriate.
- Monitoring alarm systems Data entry and word processing Performing.
- Maintain a calm and professional disposition when processing incoming alarms, emergency, and non-emergency calls for fire, medical, and police.
- Also, record and document pertinent data, events, and logs.
- Conduct task of preparing written correspondences for internal and external department communication.
- Monitor immediate emergency alarms to include fire theft, and evacuations.
- Maintain communication with dispatched responders while adhering to agency.

## SCHOLASTICS

- A..S. in Paralegal/Criminal Justice - 1988(Everest University - Tampa, FL)