

ROBERT SMITH

Emergency Communications Officer

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An experienced project manager in hazard mitigation grant projects, with a heavy background in emergency response. Extensive experience in fast-paced professional environments.

EXPERIENCE

Emergency Communications Officer

ABC Corporation - JANUARY 1998 - FEBRUARY 2011

- Co-ordinated with staff regarding shifts and timesheets.
- Prepared schedules and worked with Director to verify hours worked.
- Prepared employees for training classes and worked with the Fiscal department to coordinate the dates.
- Prepared employee evaluations yearly.
- Answered and distributed calls to appropriate personal while also prioritizing the most serious calls.
- Filing of all incoming documents.
- Received employee of the year honors, numerous accommodations for job performance, and teamwork recognitions.

Emergency Communications Officer

Delta Corporation - 1997 - 1998

- Monitor, receive calls and broadcast on multiple radio frequencies; receive requests for emergency services by telephone or radio and determine .
- Call taker for 9-1-1 center for the Province of Saskatchewan and dispatcher; trained new employees; HIPAA certified.
- Call taker and Police Radio Operator for Chesterfield County Police, Fire & EMS.
- Answering emergency and non-emergency calls, giving pre-arrival instructions when needed, and entering calls for service - Dispatching police .
- Receives and responds to emergency and non-emergency calls including enhanced 911, and non-emergency calls from the public, dispatchers, and law .
- Answering emergency and non-emergency calls Dispatching calls as appropriate Monitoring alarm systems Data entry and word processing Performing .
- Answered emergent and non-emergent phone calls Discerned through caller interview the nature of the call Dispatched appropriate response to each call .

EDUCATION

- M.D. In Human Services, Business Administration - October 2012(Liberty University - Lynchburg, VA)

SKILLS

Word, Excel, Adobe.