

Emergency Communications Officer

ROBERT SMITH

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Objective

Likable and dedicated Emergency Communications Officer with over 6 years of experience in a fast-paced company. Eager to offer superb analytical and computer skills to help the company grow its client base.

Skills

CPR & First Aid Certified, Six Sigma Yellow Belt Certified, Microsoft Office Proficient.

Work Experience

Emergency Communications Officer

Williamson County Sheriff's Office - June 2016 – May 2020

- Dispatch routine and emergency calls for service, provide Emergency Medical Dispatch instructions to callers, the process calls for service, perform back up work for radio dispatcher, maintain files and records.
- Worked as radio dispatcher, relaying calls for service to police, fire and EMS agencies.
- Prioritizes calls for service and determines appropriate response levels.
- Provided emergency medical dispatch instructions to callers and also emergency information to various agencies and caller.
- Process emergency and nonemergency call for service for police, fire, and medical agencies.
- Enters calls in the CAD system, conducts queries of local, state, and national computer databases, maintains and updates local computer databases, conducts queries of NCIC system, records information in written logs and on forms.
- Appointed shift supervisor or assistant shift supervisor in charge of day to day operations, maybe appointed training supervisor.

Emergency Communications Officer

Delta Corporation - 2015 – 2016

- Answer incoming 911 emergency calls and administrative non-emergency calls.
- Dispatch appropriate emergency responders including police, fire, and EMS.
- Field 911 calls and dispatch appropriate fire, police, and rescue services.
- Operated radio and computer equipment, Communicated with hysterical callers and maintained control during emergency situations.
- Dispatched proper emergency responders.
- Performed a wide array of administrative duties for several law enforcement agencies.
- Answer emergency and non-emergency calls Transfer calls to correct division (Police/Fire-EMS) Direct other calls to correct department or look up .

Education

Masters in Emergency Management - 2014(Walden University - Minneapolis, MN)