# JAMES CLARK

# **Public Safety Communications Officer**





### **PROFESSIONAL SUMMARY**

Experienced Public Safety Communications Officer with 10 years in emergency response coordination and crisis management. Proven ability to manage high-pressure situations while delivering critical information to first responders and the community. Committed to fostering public safety and trust through effective communication and collaboration with law enforcement and emergency services.

#### WORK EXPERIENCE

# **Public Safety Communications Officer**

Mar / 2019-Ongoing

耳 Santa Monica, CA

Seaside Innovations

- 1. Managed incoming emergency and non-emergency calls, ensuring prompt and accurate responses.
- 2. Prioritized and dispatched officers based on call urgency and availability, optimizing resource allocation.
- 3. Utilized a 2-way radio system to communicate effectively with officers, maintaining brevity and clarity.
- 4. Operated a multi-line phone system, including 9-1-1, while maintaining composure in crisis situations.
- 5. Gathered critical information from distressed callers, ensuring accurate and timely assistance.
- 6. Maintained professionalism under pressure, facilitating clear communication during emergencies.
- 7. Provided real-time information to officers from various law enforcement databases, enhancing situational awareness.

## Police Dispatcher

mar / 2015-Mar / 2019

Summit Peak Industries

**耳** Denver, CO

- 1. Effectively dispatched police units and coordinated responses to incidents.
- 2. Managed and answered all incoming phone lines, ensuring efficient communication.
- 3. Maintained comprehensive logs and records of all service calls for accountability and review.
- 4. Performed data entry and queries using national, state, and local law enforcement databases.
- 5. Monitored security camera feeds to assist in ongoing investigations and ensure public safety.
- 6. Acted as a liaison between law enforcement agencies, security departments, and emergency services.

#### **EDUCATION**

### Associate of Applied Science in Criminal Justice

Mar / 2012-Mar / 2015

City College of San Francisco

**耳** Seattle, WA

Focused on public safety communication and emergency response strategies.

#### **SKILLS**

Multi-line Phone Systems

Crisis Negotiation

Data Entry And Management

Data Entry

**ACHIEVEMENTS** 



Successfully reduced response time by 20% through optimized dispatch protocols.



Recognized for excellence in communication during a major emergency response drill.

Received commendation for outstanding performance in high-stress situations.