

911 Operator Job Description

Duties and Responsibilities:

- Advise callers on how to handle an emergency situation while waiting for the police to arrive
- Simultaneously handle multiple communication channels such as radio, telephone, and online messaging
- Maintain a calm disposition while proffering safety recommendations to terrified callers
- Utilize administrative tools such as word processors to prepare a variety of case records
- Collaborate with supervisors, subordinates, co-workers, and appropriate emergency services to address the needs of callers
- Monitor alarm systems to respond to calls pertaining to theft, intrusion or armed robbery
- Employ their logical skills in evaluating alternative solutions to determine most suitable approach to a problem
- Interact with callers to obtain relevant information regarding their location, identity and emergency situation
- Maintain accurate record of emergency calls, messages and dispatch details
- Utilize computer database and network to input and retrieve information regarding stolen vehicles, wanted or missing persons
- Monitor the location and availability of patrol units so as to dispatch appropriate teams during emergency
- Maintain up-to-date knowledge of radio transmission, broadcasting, control and operation of telecommunication systems
- Read and interpret maps so as to provide callers with clear directions
- Maintain knowledge of the structure and grammatical content of appropriate language.

911 Operator Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a 911 operator, you require a high school diploma and certification from a professional association. Some states require 911 operators to pass emergency medical response tests. Having a college degree in crisis intervention, stress management or radio broadcasting is also relevant for the 911 operator position
- Communication Skills: 911 operators are skilled in clearly communicating the location and details of an emergency situation to police officers
- Decision Making Skill: They are adept at proffering effective recommendations to distressed callers to ensure their safety while waiting for the arrival of the cavalry
- IT Skills: They are proficient in handling a range of equipment and systems among which include computers, transmitters, and receivers
- Pre-employment tests: This position usually requires candidates to take a test to be hired. Find out the [assessment tests](#) you will need to take and how to pass them easily.