

911 Dispatcher Job Description

- Provide emergency services to callers who dial 911 from their mobile phones or landline telephones
- Answer calls for police, fire, ambulance, etc.
- Record all incoming and outgoing calls
- Keep track of caller's location
- Ensure that the phone lines are not blocked during an emergency
- Give instructions on how to handle emergencies
- Take down details of incident in case of a crime
- Make follow up reports
- File reports with appropriate authorities
- Assist other dispatchers
- Maintain records of incidents handled
- Make sure that the service is provided within established time frame
- Ensure that the emergency equipment is available at all times
- Report any malfunctioning of equipment
- Ensure that the emergency telephone number is displayed clearly
- Train new recruits
- Report any unusual activity to the proper authority
- Follow procedures as per the company policy.