

# Emergency Dispatcher Job Description

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- Receives calls from people in need of help or assistance
- Translates the message into a format understandable to other dispatchers
- Gathers information about the caller's situation
- Keeps track of all incoming messages and reports them to the proper authorities
- Responds to requests for police, fire, ambulance, etc.
- Answers questions from callers
- Maintains records of all incoming calls
- Handles emergencies such as accidents, fires, medical emergencies, etc.
- Manages and coordinates activities of various agencies involved in emergency response
- Ensures that communication is maintained between different emergency services.
- Maintains logs of all incoming calls
- Provides accurate information to the public regarding the location of emergency services
- Provides information to the public regarding evacuation procedures
- Assists the public during disasters
- Coordinates with other departments when needed
- Responds to non-emergency situations involving the public
- Provides guidance to the public regarding emergency preparedness
- Offers training to personnel within the department
- Participates in developing new company policies and procedures
- Keeps abreast of changes in technology
- Performs related duties as assigned.