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# Example of Emergency Dispatcher Job Description

Our innovative and growing company is searching for experienced candidates for the position of emergency dispatcher. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for emergency dispatcher

* Assists with operational aircraft communications, including uncontrolled airfield announcements and distributing aircraft movement reports to field camps, other stations, fire personnel and various other departments
* Coordinates radio communications as required during Fire Department, SAR or mass casualty events/drills, and conveys instructions via UHF/VHF/HF/Satellite as directed by the EOC Director
* The candidate must be flexible to work additional hours as needed to support the program
* Applications will be reviewed to determine those candidates that meet the minimum qualifications for the position
* Candidates that meet the minimum qualifications for the position will be invited to take a performance examination which is the CritiCall test
* Candidates that pass the CritiCall performance examination will be put on a list of candidates that are eligible to be referred to a background investigation, the final step in the examination process
* Perform all emergency dispatch and routine work activities in a safe team environment and follow operating discipline, procedures and practices to ensure a safe and efficient operation of assigned duties related to the function
* Individual must have the physical ability to work in a fast pace, often stressful environment while maintaining clear and concise lines of communication to emergency personnel
* Individual must be client focused, with the ability to interact with outside agencies, customers, and community
* Individual will utilize company technology to log calls and activities, including internal and external site activities

## Qualifications for emergency dispatcher

* Ability to listen, build rapport easily, communicate willingness and ability to own issues and drive timely resolutions
* Having a basic understanding of medical terminology is highly desirable
* Must have and bring to the event a laptop in excellent working order
* Typing speed 45+ words a minute
* Excellent full-time benefit package including medical, dental, life, vision, disability and 401(k) with company match
* Bi-weekly accrual of Paid Time Off (PTO) hours – Three weeks of PTO within your first year of full-time employment