

## CAREER PROFILES

### Dispatchers:

**Dispatchers** operate radios and other telecommunication equipment to dispatch emergency vehicles and to co-ordinate the activities of drivers and other personnel. They track and monitor situations by phone and radio, and respond to any situations reported by those in the field.

### Wage/Salary Information:

\$34,650 is the median annual salary found in local job-postings.

\$22.26/hour is the median wage reported locally.

### Commonly Listed Skills in Job Postings:

- Oral and written communication
- Detail oriented
- Microsoft Office
- Teamwork
- Freight+
- Customer service oriented
- Problem solving
- Organizational skills
- Data entry
- Bilingual
- Self-motivated
- Computer use
- Work independently
- Multitasking
- Adaptable
- Interpersonal
- Leadership
- Time management

### Job Duties:

Dispatchers receive requests for emergency assistance or service and contact ambulances, police, and fire departments, tow-trucks, and utility crews. Dispatchers process and transmit information and instructions to co-ordinate the activities of vehicle operators, crews, and equipment using a variety of computer-aided communications and dispatching equipment. They dispatch personnel according to written schedules and work orders, or as required by emergency situations, and advise vehicle operators of route and traffic problems, such as

construction, accidents, congestion, weather conditions, weight and size restrictions, and other information. Dispatchers also operate radio equipment to communicate with ships, aircraft, mining crews, offshore oil rigs, logging camps, and other remote operations. They may also maintain computer and manual records of mileage, fuel use, repairs, and other expenses, and generate reports.

### Working Conditions:

Work in this occupation is typically performed in a structured environment, such as an office or hospital.

### Career Pathways:

Dispatchers can become senior dispatchers before advancing to administrative positions, in which they may focus on a specific area, such as training, or on policy and procedures.

Dispatchers are employed by police, fire and health departments, other emergency service agencies, taxi, delivery and courier services, trucking and utilities companies, and other commercial and industrial establishments. Below are potential career paths for Dispatchers:

- 911 Dispatcher
- Alarm System Dispatcher
- Ambulance Dispatcher
- Emergency Vehicle Dispatcher
- Inbound/Outbound Freight Co-Ordinator
- Mobile Equipment Dispatcher
- Radio Operator
- Taxi Dispatcher
- Tow Truck Dispatcher
- Truck Dispatcher
- Utilities Maintenance Crew Dispatcher

Check out more possible career pathways on [WEexplore](#).

### Education and Training Pathways:

There is currently no formal training program for this career. Employers may provide on the job training to teach the skills and competencies needed for the job.