

ROBERT SMITH

Communications Officer/Dispatcher

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Administrative Assistant who goes above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company morale. I continually maintain a positive attitude while interacting with demanding clients. Serves as the primary point of contact for both inhouse and external phone and website queries.

CORE COMPETENCIES

Computer Literacy.

PROFESSIONAL EXPERIENCE

Communications Officer/Dispatcher

ABC Corporation - February 2015 – July 2015

Key Deliverables:

- Take emergency and non-emergency telephone calls from the public for police, fire, or EMS services and quickly determine the nature of the call and the resources necessary to respond.
- Direct non-emergency callers to the proper person and/or agency if unable to meet their needs.
- Monitor police radio communications for Markesan PD, Berlin PD, City of Green Lake PD, Princeton PD, and Green Lake County Sheriffs Department.
- Maintains contact with all police units to track officer status and respond to need for additional resources.
- Monitor various radio channel activity affecting Green Lake County and assist neighboring counties with mutual aid.
- Assist law enforcement by quickly and accurately researching and relaying criminal history information and other requested data.
- Accurately update and maintain electronic records, such as Spillman and WI Dept of Justice TIME System information.

Communications Officer

ABC Corporation - 2014 – 2015

Key Deliverables:

- Knowledge of standard organizational practices and techniques.
- Knowledge of properties, population, and agency associated problems.
- Dealt courteously with the public and fellow staff.
- Analyzed situations quickly and objectively, and on own initiative, to determine proper course of action.
- Obtained the proper information through telephone and personal interview.
- Spoke and wrote effectively.

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- Skills Used Filing/Editing Typing (30+ wpm) Office Procedures Telephone Skills Customer Service Skills.

EDUCATION

- Bachelor of Science in Political Science - (University of Wisconsin - Stevens Point, WI)