

ROBERT SMITH

Lead Communications Officer

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Energetic: professional with superior experience in fast-paced and high stressful environment. Proactive leader, who is driven, prioritizes workflow, planning, competent in performing multiple tasks and proficient in operating computers. Excellent communication oral and written, organizational, prioritizes work and computer skills: Motivated with excellent interpersonal skills and balance team work support in a timely and professional manner.

EXPERIENCE

Lead Communications Officer

Jacksonville Sheriffs Office - JULY 2015 - 2019

- Receive emergency and non-emergency telephone calls from the public for police, fire, or rescue; determine the nature of the call with the caller and provide appropriate assistance; maintains composure to ensure that complete and accurate information is transmitted for public safety.
- Obtain and record complete and accurate information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand.
- Communicate clearly and concisely, both orally and in writing.
- Update and maintains electronic records and logs of data pertaining to calls and activities.
- Effectively monitor, prioritize, and execute multiple tasks in a high stress.
- Operate various types of standard office equipment including personal computer and related software, such as specialized public safety communications systems, including computer-aided dispatch (CAD) software, multi-line telephones.
- Establish and maintain courteous and effective working relationships with those encountered in the course of the work.

Communications Officer

Durham Emergency Communications Center - 2012 - 2015

- Answer 911 calls, prioritize and route for dispatch paying attention to detail to provide proper emergency personnel response.
- Dispatch fire and EMS calls and monitor unit status.
- Duties often require the ability to listen to radio traffic while taking information on an emergency call.
- Answer non-emergency lines, providing information to citizens.
- Maintain certification on police, fire, and medical dispatch protocols.
- Certified in AHA CPA and AED.
- Training completed on IS 100, 200, 288, 700, and 800.

EDUCATION

- Master of Science in Criminal Justice - 2013(New Mexico State University - Las Cruces, NM)

SKILLS

Multi-Line Phone System, Social skills, Computer Skills.