1. Routed calls to police, fire and ambulance service to meet individual call needs.
2. Received public emergency and non-emergency calls and supervised response prioritization in order to effectively dispatch official units such as police, fire and EMS while tracking data in real-time environments.
3. Read system maps and caller information, and documented all details in system.
4. Relayed latest information to first responders via electronic means, telephone calls and radio responses.
5. Reduced risks and emergency response issues by observing public safety field units.
6. Automated document flow by ensuring logbooks and fire, accident and emergency reports were maintained with 100% accuracy.
7. Handled approximately [Number] cases daily, providing information and treatment recommendations to public, hospital staff and US military for cases such as accidental or intentional overdoses, chemical exposures, animal bites and battery ingestions.
8. Answered calls from automatic routing system and took basic information from callers.
9. Monitored all company inventory to ensure stock levels and databases were updated.
10. Enhanced productivity by guaranteeing timely emergency response with no service delivery issues.
11. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
12. Completed appropriate forms and radio announcements for police department needs such as BOLO requests.
13. Exceeded goals through effective task prioritization and great work ethic.
14. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
15. Actively listened to customers' requests, confirming full understanding before addressing concerns.
16. Resolved conflicts and negotiated mutually beneficial agreements between parties.
17. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.
18. Eliminated downtime and maximized revenue by providing top project quality control.
19. Increased customer satisfaction by resolving [product or service] issues.
20. Delivered [product or service] to customer locations within specific timeframes.