

**NOC  
1525**

### DISPATCHERS

#### JOB DESCRIPTION

Dispatchers operate radios and other telecommunication equipment to dispatch emergency vehicles and to co-ordinate the activities of drivers and other personnel.

#### DUTIES

- Receive requests for emergency assistance or service and contact ambulances, police and fire departments, tow-trucks, and utility crews
- 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
- Dispatch personnel according to written schedules and work orders, or as required by emergency situations
- Advise vehicle operators of route and traffic problems such as construction, accidents, congestion, weather conditions, weight and size restrictions and other information
- Operate radio equipment to communicate with ships, aircraft, mining crews, offshore oil rigs, logging camps and other remote operations
- Monitor personnel workloads and locations
- Maintain vehicle operator work records using computerized or manual methods and ensure time sheets and payroll summaries are completed accurately
- Maintain computer and manual records of mileage, fuel use, repairs and other expenses, and generate reports.

#### WAGES (\$/hour)

- Median Wage: \$23.08
- Wage Range: \$14-33.65

#### QUALIFICATIONS, ESSENTIAL SKILLS & EMPLOYMENT REQUIREMENTS

- Completion of secondary school is required.
- Police and emergency dispatchers are required to complete formal on-the-job training. Other dispatchers usually undergo some informal on-the-job training.
- Police and emergency dispatchers and other radio operators usually require provincial radio operator's certificates.

#### EDUCATIONAL PROGRAMS

- Internet Communications Technology  
Sheridan Institute of Technology and Advanced Learning (Oakville, ON)
- Certificate in Emergency Management  
York University (Toronto, ON)
- Emergency Telecommunications  
Humber College of Applied Arts and Technology (Toronto, ON)

#### COMMON JOB TITLES

- 911 dispatcher
- alarm system dispatcher
- ambulance dispatcher
- mobile equipment dispatcher
- taxi dispatcher
- tow truck dispatcher
- truck dispatcher
- utilities maintenance crew dispatcher
- emergency vehicle dispatcher
- radio operator
- inbound/outbound freight co-ordinator.

#### TYPICAL EMPLOYERS

- Police, fire and health departments
- Other emergency service agencies
- Taxi
- Delivery and courier services
- Trucking and utilities companies
- Other Commercial and Industrial establishments