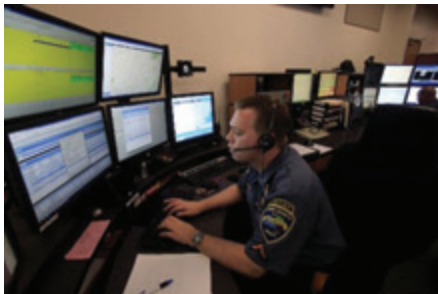


The public safety field is wide open to both men and women. This is just the beginning of a lifetime of exciting opportunities that a public safety career can bring you. As your knowledge and experience grow, there will be many career choices available to you...Fire, Police, and Ambulance Dispatcher, Emergency Dispatchers Quality Improvement Specialist and Emergency Dispatch Center Manager. Your interests and aptitude may also take you into other public safety careers such as law enforcement, fire safety/EMT, Homeland Security, and criminal justice. In addition to the Emergency Telecommunicator course, high school classes such as Medical Terminology, First Responder, Introduction to Health Occupations, and Sports Medicine are good preparation.



Central High School does not discriminate on the basis of race, color, national origin, gender, age, or disability in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of their operations.



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## Learning That Works

Emergency Telecommunicator

Central High School

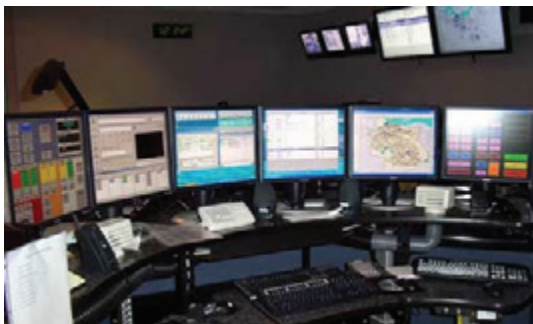


Career and Technical Education

## The Emergency Telecommunicator—911 Dispatcher Program

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The Central High School 911 Dispatcher Program introduces the fundamental skills and knowledge required for entry-level employment in a public safety communications center. The program includes emergency communication center protocol, emergency telecommunication technology, interpersonal communication skills, safety and security, customer service, legal issues, and stress management. The program takes an integrated teaching approach that features comprehensive content, multimedia presentations, and hands-on training. The program also includes a state-of-the-art wireless computerized telecommunications center simulator providing students real world experiences as a 911 Dispatcher.



### Qualifications

Required skills in a 911 dispatcher job description usually refer to both acquired skills and individual traits. It is therefore common to find the following required skills for 911 dispatchers:

- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
- The ability to use logic and reasoning to reach conclusions and approaches to problems
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- The ability to think quickly
- The ability to work under stressful situations
- The ability actively listen and communicate effectively through clear speech and hearing
- The ability to follow instructions
- The ability to write clearly and spell correctly
- The ability to establish priorities and pass on information as needed

### Reasons to be a CNA

**Projected Job Growth:** Employment of police, fire, and ambulance dispatchers is projected to grow 8 percent from 2012 to 2022, about as fast as the average for all occupations. A job in emergency dispatching can be incredibly rewarding. The sense of gratification and fulfillment experienced following a harrowing 911 call is one of the reasons many of these professionals remain in this field for a long period of time.

**Annual Median Salary:** \$37,410 per year

**Certification:** The International Academies of Emergency Dispatch (IAED) is the certifying body for 911 Dispatcher Certification. IAED develops the curriculum and testing for certification and maintains an international registry for certified dispatchers. Central High School students completing the curriculum and passing the test earn Certified Emergency Telecommunicator certification. Holding additional credentials can help students better prepare for the job and move up the career ladder faster.

