

Dispatchers

Description

Dispatchers operate radios and other telecommunication equipment to dispatch emergency vehicles and to co-ordinate the activities of drivers and other personnel. They are employed by police, fire and health departments, other emergency service agencies, taxi, delivery and courier services, trucking and utilities companies, and other commercial and industrial establishments.

Duties:

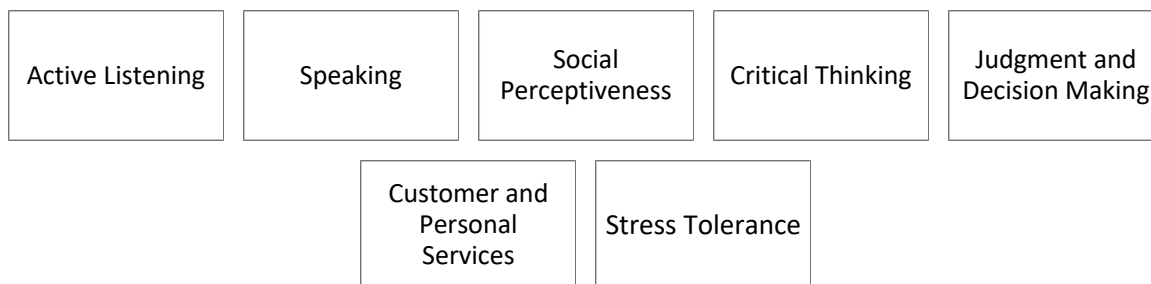
- Receive requests for emergency assistance or service and contact ambulances, police and fire departments, tow-trucks, and utility crews
- Process and transmit information and instructions to co-ordinate the activities of vehicle operators, crews and equipment using a variety of computer-aided communications 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.

Other titles:

- Tow Truck Dispatcher
- 911 Dispatcher
- Alarm System Dispatcher
- Radio Operator
- Ambulance Dispatcher
- Emergency Vehicle Dispatcher

(Government of Canada National Occupation Classification)

Skills



Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Completion of secondary school is required

Post-secondary diploma/degree

- Not required

Certification

- 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.

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as dispatchers are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR): \$53,518	Average Wages and Salaries (POR): \$46,866
Median Wages and Salaries (POW): \$50,314	Average Wages and Salaries (POW): \$45,292

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
4841 General freight trucking	45	25
4842 Specialized freight trucking	15	35

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)

Additional Resources

- Professional Radio Operator Certificate Services: <http://www.ic.gc.ca/eic/site/015.nsf/eng/home>