

# dispatcher specialist

offered through Greenville Technical College's CIMI program



Public safety telecommunication is exciting, challenging and rewarding. The requirements for public safety dispatching jobs vary greatly by agency and area of the country. This course will cover the basics to get a person started in the field of dispatching. In some communities, it will qualify you for a position as a Dispatcher Specialist.

## Tasks Performed

- Take telephone calls from the public, both for emergency and non-emergency incidents, and/or administrative units of the agency.
- Dispatch units to incidents, both emergency and non-emergency.
- Track the status of units, vehicles, and equipment.
- Perform clerical work related to incident reports and officer activity.

## Course Modules

- Role of the Telecommunicator
- Basic Telephone Skills
- Basic Radio Skills
- Interpersonal Communication
- Technology
- Customer Service
- Legal Issues
- Teamwork
- Documentation
- Safety
- Stress and Stress Management

## Prerequisites

- Must type at least 25 words per minute
- High School Diploma / GED
- 18 years or older
- Successfully pass a background check

For more information regarding our Dispatcher Specialist program, call (864) 250-8800 or visit our website at [gtbmc.com](http://gtbmc.com)

Greenville Technical College  
The Buck Mickel Center  
P.O. Box 5616  
Greenville S.C. 29606-5616  
(864) 250-8800  
[gtbmc.com](http://gtbmc.com)



**Buck Mickel Center**



*Class Dates (classes meet Tuesday and Thursday evenings):*

*Summer Semester (6pm-9pm)*

June 5 - July 19

- CPR: July 14 (9am-5pm)
- Clinical Rotation:  
July 23 - August 3

*Fall Semester Class I (6pm-9pm)*

August 7 - September 13

- CPR: September 7 (9am-5pm)
- Clinical Rotation:  
Sept. 17 - Sept. 28

*Fall Semester Class II (6pm-9pm)*

September 18 - October 25

- CPR: October 20 (9am-5pm)
- Clinical Rotation:  
October 29 - November 9

*Spring 2008 Semester (6pm-9pm)*

January 8 - February 14

- CPR: February 9 (9am-5pm)
- Clinical Rotation:  
February 19 - February 29