

Public Safety Telecommunicators

SOC: 43-5031 • Career Profile Report

■ Key Facts

\$50,730 Median Salary	105,200 Employment	+3.0% Growth Rate
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■ Requirements & Salary Range

Education: High school diploma

■ Automation Risk Assessment

Medium Risk - 50.0% probability of being automated in the next 10-20 years.
This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

9.1/10 - Excellent work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

■ Top Skills Required

Ability to multitask, Communication skills, Decision-making skills, Empathy, Listening skills, Typing skills

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Public Safety Telecommunicators receive and respond to **emergency and non-emergency calls, coordinating assistance from police, fire, and medical services**. They gather critical information, dispatch emergency personnel, and provide guidance to callers. Their work is critical in public safety, emergency response, and community protection.

This career is well suited for individuals who enjoy helping others, working under pressure, and communicating clearly in high-stress situations.

What Do Public Safety Telecommunicators Do?

These professionals answer calls for assistance, assess situations, and coordinate appropriate emergency responses.

Common responsibilities include:

- Receiving emergency and non-emergency calls
- Collecting information about incidents, locations, and caller details
- Dispatching police, fire, or medical units as needed
- Providing instructions to callers during emergencies
- Monitoring and tracking emergency personnel and resources
- Maintaining accurate logs and communication records
- Operating communication equipment and computer systems

Key Areas of Public Safety Communication

Telecommunicators may focus on specific emergency services, dispatch systems, or technology:

- Emergency Call Handling: Assessing and prioritizing calls effectively
- Dispatch Coordination: Deploying appropriate public safety units
- Communication Systems: Operating radios, phones, and computer-aided dispatch systems
- Incident Documentation: Maintaining accurate and timely records of calls and actions
- Public Guidance and Support: Providing instructions to ensure safety until responders arrive

Skills and Abilities Needed

These professionals combine communication, technical, and decision-making skills.

Core Professional Skills

Personal Qualities That Matter

Education and Career Pathway

This role typically requires formal training and practical experience:

- High School Diploma or GED (minimum): Basic communication, math, and computer skills
- Public Safety Telecommunicator Training: Classroom and practical instruction in emergency communication
- On-the-Job Training: Supervised experience in call handling and dispatch
- Certification (optional but recommended): Emergency telecommunicator or dispatch credential
- Continuing Education: Updates on procedures, technology, and emergency response protocols

Where Do Public Safety Telecommunicators Work?

They are employed in organizations responsible for public safety and emergency response:

- Police, Fire, and Emergency Medical Services
- Public Safety Answering Points (PSAPs)
- Government Emergency Communication Centers
- Dispatch and Call Center Operations

- Community Safety and Public Service Agencies

Work environments include call centers, emergency operations centers, and dispatch offices.

Is This Career Difficult?

This career requires strong communication, quick thinking, and composure. Telecommunicators must respond effectively to emergencies while managing multiple calls and coordinating resources.

Who Should Consider This Career?

This career may be a strong fit if you:

- Enjoy helping others in urgent situations
- Can remain calm under pressure
- Have strong communication and multitasking skills
- Are detail-oriented and reliable
- Want a career contributing directly to public safety and emergency response

How to Prepare Early

- Take courses in communication, public safety, and emergency response
- Develop strong listening, problem-solving, and multitasking skills
- Volunteer or intern in emergency services or community safety programs
- Learn to use communication technology and dispatch software
- Explore public safety telecommunicator training programs

Public safety telecommunicators coordinate emergency responses, provide critical guidance, and ensure effective communication to protect communities and save lives.

*Generated by StartRight • Data from U.S. Bureau of Labor Statistics & O*NET*

Source: <https://www.bls.gov/ooh/office-and-administrative-support/police-fire-and-ambulance-dispatchers.htm>