



Explore a Career as a

# DISPATCHER

## What do Dispatchers do?

Dispatchers answer calls and communicate with mobile units to send the appropriate response. They are responsible for receiving and transmitting pure and reliable messages, tracking vehicles and equipment, and recording other important information. Dispatchers are calm, clear, and in control, especially in emergency situations. They know the appropriate responses, no matter the situation, whether it's how many trucks to send to pick up materials or how many fire engines need to respond to a fire. They schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Dispatchers maintain record logs and prepare detailed reports on all activities. Many dispatchers employ computer-aided dispatch systems to accomplish these tasks.

## Dispatchers are in demand in Kankakee County!

Kankakee County employment of dispatchers is expected to increase through the year 2020. Careers for dispatchers are expected to grow at about an average rate for all occupations.

## Training & Educational Opportunities

You will have plenty of employment opportunities as a dispatcher and will most likely learn through on the job training, although a certificate or associate degree in business and communications can strengthen your skill set. While working with an experienced dispatcher, new employees monitor calls and learn how to operate a variety of communications equipment, including telephones, radios, and various wireless devices.

## As a Dispatcher you will:

- Confer with customers or supervising personnel to address questions, problems, or requests for service or equipment
- Monitor personnel or equipment locations and coordinate service and schedules
- Oversee all communications within specifically assigned territories
- Relay work orders, messages, or information to or from work crews, supervisors, or field inspectors, using telephones or two-way radios
- Schedule or dispatch workers, work crews, equipment, or service vehicles to appropriate locations

# Dispatcher

## Training Provider

The following certified training provider offers programs and certifications to train for a career as a Dispatcher:

- Kankakee Community College

Career scholarships may be available if you qualify.



## Types of Employers

There are many different types of employers of dispatchers, including:

- Construction companies
- Freight companies
- Public transportation organizations
- Tow truck companies
- Trucking companies

## Wages & Openings

### Dispatcher Employment Data for Kankakee County

Average Starting Hourly Wage	\$13.79
Average Hourly Wage With Experience	\$38.21
Average Annual Job Openings Kankakee County	~10
Average Annual Job Openings Chicago Metro	538

## Opportunities

After you complete your training as a dispatcher you will have many opportunities for specialization and advancement. Some opportunities include:

- 911 Dispatcher
- Senior Dispatcher
- Supervisor



**Kankakee Workforce Services**

[www.kcc.edu/wioa](http://www.kcc.edu/wioa)

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