

# Cierra Greenwood

Montrose, PA

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Authorized to work in the US for any employer

## WORK EXPERIENCE

### **911 Dispatcher and Telecommunicator**

Susquehanna County 911 - Susquehanna County, PA -

2012-07 - Present

#### Responsibilities

Daily tasks include 911 call taking and dispatching the appropriate response. Our center deals directly with Fire, Police and EMS. We also call take for several local PD's, as well as deal with the On-Call personnel for Children and Youth, Probation, and the Magistrates Office. I work third shift with one other person and we are responsible for all the incidents that come into us on our shift.

#### Accomplishments

There have been several incidents where being able to think and make correct decisions have played a key part in how the call turn out. Also I am working towards becoming a Training Officer at the 911 center, I have already begun working with new hires and assisting them in their training process. We have a mobile command unit that goes out and assists on large scale calls such as searches, homicides, mass casualty incidents, large fires, ect. I have been a part of the team that deploys with the unit for well over a year. r

#### Skills Used

Multitasking is the biggest skill used, with multiple emergent events going on, handling numerous police calls at once. Communication is another big skill use,d especially while on the phone, you do not have any body language to use or read so everything has to be based off of tone of voice, understanding and verbal communication skills. Other skills include, typing, information gathering, information processing, sending the right response to the call, and being able to keep information confidential.

## SKILLS

Nationally Registered EMT