

Affiliations

Guidance and Guest lecturers from all local Sacramento Public Safety Agencies, Fire Departments, Police Departments, and Regional Emergency Communications Centers

Professional Materials purchased through www.911Trainer.com



FAQs

Frequently asked questions

Q. Do I need to have previous experience?

A. No. Most agencies provide extensive on-the-job training as well as continuing education opportunities.

Q. What educational and other requirements are there?

A. Most agencies require a high school diploma or GED. You must also have a valid driver's license and be able to pass an in-depth criminal background check and drug screening.

Q. Will I have to work nights and weekends?

A. Yes. A career in public safety telecommunications will require that you are available to work weekends, holidays and different shifts.

Q. Can I attend college while working in a dispatch center?

A. Many dispatchers attend college while working, but make sure and discuss your intentions with your employer. During your training period, you may be required to work different shifts at different times so you would need to take that into account before committing to a school schedule.

Q. What special skills do I need to have?

A. The ideal candidate for a dispatcher job has a passion for public service and:

- Good customer service skills
- Can remain calm in emergency situations
- Good memory
- Good computer/keyboarding skills
- Team player and able to multi-task
- Can speak clearly and listen well
- Doesn't mind working indoors

Q. What about salary and benefits?

A. Most agencies offer a competitive salary with sick and vacation leave, overtime and holiday pay. You may also be offered health insurance, tuition reimbursement, retirement plans and social security benefits.

Center High School

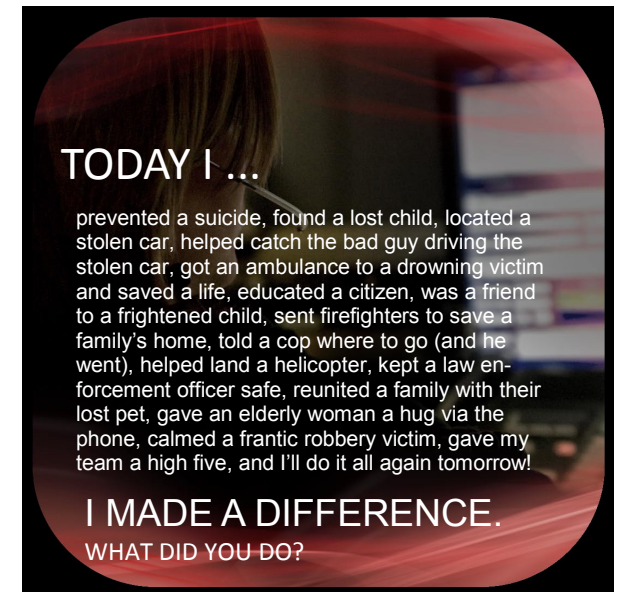
3111 Center Court Lane
Antelope, CA 95843

Phone: 916-338-6420

Fax: 916-338-6370

Center High School

Dispatcher /Call Center / Customer Service Program



First Program in California

The first high school 911 Dispatcher/Call Center Program west of Texas is being planned at Center High School for Fall 2012. Students will be trained for direct entry into a career as a 911 Dispatcher, a Call Center Dispatcher (AAA, OnStar, tow



truck dispatching), alarm companies (ADT, First Response) or as a Customer Service call center representative (Verizon, J. C. Penney).

Salary

Successful completion of this program would offer entry into a job that pays \$20.07 to \$21.62 per hour to start (\$38,534 to \$41,510) as a 911 Dispatcher (before overtime!)

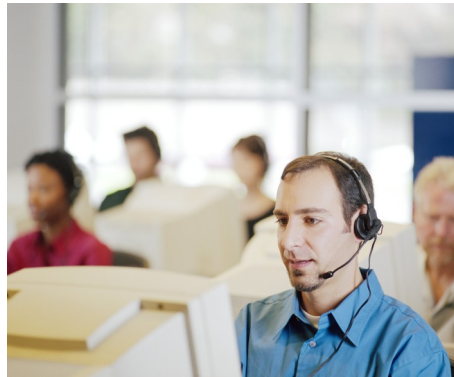
Program

This program prepares the student to meet the minimum qualifications for a call center employee:

35 wpm Typing Certificate

High School diploma

Passage of a written test, background check, psychological evaluation, interview.



Course activities will provide the student with real-life simulation training to be prepared for the environment of a multi-tasking job, using telephone, radio, and alarm system communications while accessing a response computer program (ordering or dispatching) and taking information from a caller into a second computer program simultaneously. All this is done while the

trainee gives life-saving information to the caller until the response arrives.

Length

This is a one-year program for Junior and Senior students. Junior students will have the opportunity to repeat the course at a more advanced level as a Senior. It is an exciting opportunity to create a career in public service or sales immediately after high school.

For further information and to express interest, please contact Mr. Myers at mhmyers@centerusd.org or send your student to Mr. Myers in room 504 at Center High School.

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