



Donna Moore - 44

“ Being calm is key in this role. During people's worst or high-intensity moments, I have to remain level-headed to answer emergency calls, listen, quickly assess the situation, and be able to send the right help— whether that's police, fire, or medical. Although this is a job where I'm constantly under pressure, I have been through extensive training in emergency protocols, dispatch technology, and clear communication in fast-paced environments.

With so much training and having been in this role for just over 10 years, I take every shift one call at a time because I am the first link in someone's chain to get help and feel supported in a crisis situation.

”

Occupation:

911 Dispatcher

Salary:

\$46,039

Education:

High School Diploma
or Equivalent

Job Description:

Public Safety Telecommunicators operate telephone, radio, or other communication systems to receive and communicate requests for emergency assistance at 9-1-1 public safety answering points and emergency operations centers. Take information from the public and other sources regarding crimes, threats, disturbances, acts of terrorism, fires, medical emergencies, and other public safety matters. May coordinate and provide information to law enforcement and emergency response personnel. May access sensitive databases and other information sources as needed. May provide additional instructions to callers based on knowledge of and certification in law enforcement, fire, or emergency medical procedures.*

*Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.



Job Description:

SOC Code: 43-5031

Top Job Skills:

- Customer service
- Typing
- Filing documents
- Routing calls
- Taking messages

General Work Activities:

- Interacting With Others
 - Provide basic health care services
 - Coordinate operational activities
 - Answer telephones to direct calls or provide information
 - Relay information between personnel
 - Refer customers to appropriate personnel
- Information Input
 - Interpret blueprints, specifications, or diagrams to inform installation, development or operation related activities
 - Search files, databases or reference materials to obtain needed information
- Work Output
 - Maintain call records
 - Operate communications equipment or systems
 - Operate vehicles or material-moving equipment
 - Enter information into databases or software programs

Source: SC Works Online Services (SCWOS)

LEARN MORE WITH SCWOS:

SC Works Online Services (SCWOS) is the state's largest job database and provides all of South Carolina's job postings from all major sites, including Monster and Career Builder, in one resource. SCWOS has thousands of positions listed by employers all over the state. To access SCWOS, visit jobs.scworks.org.

Find in-depth breakdowns of occupational statistics such as necessary job certifications, job skills and abilities, current job openings, overview of general work activities, and more by visiting [O*NET.org](https://www.o*net.org).

JOB STATISTICS:



Typical Wage Range

\$34,430 - \$42,550



Projected Growth

134/yr Job Openings



Employed In-State

1,470



Required Education

High School Diploma or Equivalent



Work Experience

Typically Requires None



On-the-Job Training

Moderate-Term On-the-job Training

*Source: Occupational Employment and Wage Statistics (OEWS) and the U.S. Bureau of Labor Statistics.

EXAMPLES OF WORKFORCE AREAS WITH JOB OPENINGS:

Source: SC Works Online Services. Ask an SC Works representative for more information about postings in your area.

- Midlands
- Lower Savannah
- Trident
- Greenville
- Catawba
- Waccamaw

EXAMPLES OF EMPLOYERS WITH JOB OPENINGS:

Source: SC Works Online Services. Ask an SC Works representative for more information about postings in your area.

- University of South Carolina
- AIM World Services
- Southeastern Freight Lines
- City of Columbia - Emergency Communication Center
- Allendale County Government

RELATED OCCUPATIONS:

- Dispatchers, Except Police, Fire, and Ambulance
- Emergency Medical Technicians (EMTs)
- First-Line Supervisors of Security Workers
- Switchboard Operators, Including Answering Service

NOTE: All data based on state averages. Information may vary depending on region, experience, and specific employment situation. Last Updated: 2025.