

Occupational Profile
Dispatchers, except Police, Fire & Ambulance
OES (Occupational Employment Statistics) CODE: 58005

Cameron County		Hidalgo/Starr/Willacy Counties	
Employment 2000	Projected Employment 2010	Employment 2000	Projected Employment 2010
160	190	210	260
Absolute Change		Absolute Change	
#	%	#	%
30	18.8	50	23.8
Is License Required?	Growth to Replacement	Is License Required?	Growth to Replacement
No	1:1	No	1:1
Hourly Wage 2002		Hourly Wage 2002	
Mean	Median	Mean	Median
\$10.39	\$10.11	\$13.16	\$12.92

Job Description:

Dispatchers keep records, logs, and schedules of the calls they receive, transportation vehicles they monitor and control, and actions they take. They maintain information on each call and then prepare a detailed report on all activities occurring during the shift. Many dispatchers employ computer-aided dispatch systems to accomplish these tasks. Usually, dispatchers constitute the communications workforce on a shift. A dispatcher is responsible for communication within an assignment area, while the call takers receive calls and transfer information to the dispatchers.

Average Education Required

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Related Occupations

Other related occupations are airline dispatchers, air traffic controllers, radio and television transmitter operators, telephone operators, customer service representatives, and transportation agents.

Skills Required

- Active Listening -- Listening to what other people are saying and asking questions as appropriate
- Speaking -- Talking to others to effectively convey information
- Coordination -- Adjusting actions in relation to others actions
- Writing -- Communicating effectively with others in writing as indicated by the needs of the audience
- Time Management -- Managing one's own time and the time of others

Reading Comprehension -- Understanding written sentences and paragraphs in work related document

Industrial Employment Patterns		
Industry Code	Industry	Percent of Employees
4210	Trucking and Courier Services, except Air	25.5%
7380	Miscellaneous Business Services	8.6%
5510	New & Used Car Dealers	5.8%
9300	Local Government, except Education	4.8%
4110	Local and Suburban Transportation	3.4%
4730	Freight Transportation Arrangement	3.4%
3270	Concrete, Gypsum, & Plaster Products	3.2%
4910	Electric Services	2.7%
1710	Plumbing, Heating, Air Conditioning	2.7%
4840	Cable & Other Pay TV Services	2.5%