

Reports To:	Communications Manager/Communications Supervisor
Schedule:	All Shifts as Assigned
Employment Status:	Non-Exempt

POSITION SUMMARY:

Work involves evaluating incoming calls to determine the appropriate level of emergency medical service (EMS) assistance required, dispatching units, and transmitting information and messages upon request and/or according to established procedures.

Assist in all operational aspects of the Communications Center, including but not limited to; preceptor programs, data entry, ongoing training / staff meetings, vehicle utilization, customer service issues, as well as interaction with field / management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide professional and courteous service while receiving incoming calls from the public or other public safety entities requesting emergency and non-emergency assistance, achieve and maintain control of call and provide proper interrogation to obtain necessary information to determine the appropriate response and priority.
- Dispatch appropriate units according to acuity level, availability and location or provide appropriate information as required while simultaneously maintaining radio contact with and monitoring the status of all field units.
- Prioritize requests for and dispatch appropriate resources for non-emergency transports based on customer relationship.
- Most dispatchers must be prepared for field service on a moment's notice when on duty.
- Maintain accurate record and log of all incidents including address of incident, times, type of response, unit number, EMT/paramedic names, patient name and disposition.
- Maintain awareness of all field units' status and location and assist in coordinating the activities of all field units.
- Monitor multiple public safety radio frequencies, hospital diversions and video surveillance screens; operate a variety of communications equipment, including radio consoles, paging systems, telephones, computer aided dispatch systems and multiple computer programs/systems.
- Communicate with other public safety agencies, hospitals, public works departments, support services and any other entity as needed to request or forward necessary information.
- Send, receive, enter, update and disperse information by computer, telephone, cellular telephone, facsimile or other methods.
- Interact with visitors personally and on the telephone; receive, process and record requests and complaints and route individuals to proper personnel as appropriate.
- Manually activate interior and exterior doors from the dispatch office.
- Test and inspect equipment as required.
- Perform other duties not specifically presented in this description as required.
- Performs all activities in accordance with company standards:

Company Standards

- Performs all duties in a safe, courteous, confidential and professional manner.
- Maintains a positive and professional image by being well groomed and properly attired at all times.
- Maintains response readiness consistent with company's response criteria.
- Mentors, trains, and encourages fellow staff as needed, to help them attain their full potential.
- Completes all reports legibly, accurately, and on a timely basis.
- Maintains confidentiality of all customer and Armstrong information.

PATIENT PRIVACY:

- Employees are expected to protect the privacy of all patient information in accordance with Company policies, procedures, and practices, as required by Law, and in accordance with general principles of professionalism as a health care provider.
- Employees may access protected health information and other patient information only to the extent that it is necessary to complete job duties and may only share such information with those who have a need to know specific patient information to complete their job responsibilities related to treatment, payment, or other company operations.
- Employees are encouraged and expected to report, without the threat of retaliation, any concerns regarding the company's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated management personnel.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Must be able to pass the Emergency Medical Dispatch (EMD) program within 6 months of hire and maintain certification during employment.
- Successfully completes required training programs in Hazmat, MCI Management (NIMS 100 & 700) prior to completion of classroom orientation..

Knowledge of:

- Emergency medical procedures.
- Armstrong Ambulance communications dispatching procedures.
- The street system and geographical layout of all surrounding service areas and ability to read a map and give directions as needed.

Ability to:

- Remain calm and effective under heavy workloads and in emergency situations.
- Exercise good judgment in emergency situations.
- Determine priorities of emergencies.
- Obtain and act on information quickly and accurately in emergency situations.
- Work evenings, nights, weekends, and holidays to maintain 24-hour coverage of the emergency dispatch system.
- Comprehend and make inferences from written materials such as operations manuals.
- Learn job-related material through oral instruction and observation, and reading to effectively perform job duties. This learning takes place in an on-the-job training setting..
- Learn street locations, station locations, and geography of the areas served.
- Learn to operate communications equipment (multi-button telephones, base radios, and computer terminals).

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must:

- Regularly lift carry, push and/or pull up to 50 pounds (i.e., equipment) and frequently lift, carry, maneuver and balance 100 lbs. on both even and uneven surfaces including ascending and descending stairs, and in confined work places.
- Utilize both gross and fine motor skills of the upper extremities including regular use of hands to finger, handle or feel, and reaching with hands and arms.
- Specific vision abilities include close, color, depth perception and ability to adjust focus.
- Remain sitting for extended periods of time.
- Management reserves the right to randomly test employees for compliance with its drug-free workplace policy.

WORK ENVIRONMENT:

The work environment is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is frequently hectic with quick turnaround times and deadlines.
- Regular scheduling may involve scheduled and unscheduled overtime.
- The employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles, and risk of electrical shock.
- The noise level in the work environment is usually moderate.

ACKNOWLEDGMENT:

I understand that signing this job description does not create a contract of employment, guarantee employment for any definite period of time, or in any way affect my employee-at-will status. I understand that as an employee-at-will I may terminate my employment, or the company may terminate my employment, at any time, with or without cause and with or without notice.

I have read and understand the above, and by my signature acknowledge that I am aware of the responsibilities and qualifications associated with this position.

Printed Name

Date

Signature