



Job Title:	Communications Center Team Member	Date:	01-09-2023
Department:	Administration	Schedule:	12 Hour Rotating
Position Status:	Full-Time	FLSA Status:	Non-Exempt
Supervisor:	Communications Center Manager	Supervisory Responsibilities:	No

Position Objective:

This position receives and dispatches non-emergent requests for service for ambulance, Patient Transport Car (PTC), and Wheelchair Van services. Communication center team members also are responsible for observing system status and maintaining communications with the field team to ensure closed loop communication on movements, ensuring all crews are aware of the system status.

Essential Duties/Responsibilities

- Work a 12-hour shift on rotating 2 week schedule. Schedule follows a Week 1: Monday-Tuesday-Friday-Saturday; Week 2: Sunday-Wednesday-Thursday pattern. Overtime is available, but never mandatory.
- Follow Communications Center Policies and Procedures
- Ensure the communications center is set up and all checklists are completed at the beginning of every shift.
- Provide the best customer service possible to all individuals contacting the communications center to include, but not limited to, hospitals, patients, patient representatives, and all team members.
- Receive calls from customers and dispatch ambulances, PTC, and Wheelchair Vans when a service is requested.
- Accurately enter data onto the tracking spreadsheets in real time so all people taking calls for service at the same time can see the data being entered.
- Maintain communications with all agencies that have requested our services keeping them updated if changes happen.
- Utilize critical thinking to work through aberrant situations, contacting leadership for assistance as needed for anything not addressed in the policies and procedures.
- Observe and maintain the system status and ensure all vehicles are moving as they should be, contacting the respective team members if proper movement is not observed.
- Communicate with the field team ensuring closed loop communication on required movements.
- Maintain a calm and professional demeanor at all times, even in high-stress situations.
- Ensure the communications center is kept clean and orderly.
- Clean all office areas on a weekly basis per a prescribed schedule established by the Communications Center Manager.

- Send end of shift reports to the leadership team after each shift.
- Perform other duties as assigned.

Competency Requirements

- High school diploma or equivalent
- Excellent verbal and written communication and time management skills
- Excellent critical thinking abilities, and ability to multitask
- Proficiency with computer programs and electronic medical records systems
- Strong attention to detail and organizational skills
- Proficiency in Microsoft Office programs
- Great interpersonal skills

Preferred qualifications:

- Knowledge of medical terminology
- Experience in dispatching, or a related field

Physical Requirements

- None

Work Environment

- Office Environment

Approvals	
Chief Operating Officer Approval: _____	Date: _____
Chief Operating Officer Name: _____	
I have read and understand this job description and understand all it contains, especially the requirements, essential functions, and duties of this position.	
Employee Signature: _____	Date: _____
Employee Name: _____	