

CareFlite is currently hiring for Communication Specialists. We would prefer the candidate have EMS/Fire Dispatcher experience and EMD or EFD certifications. Please e-mail your resume to jgriffith@careflite.org if you are interested in this position. You can also apply online at www.careflite.org. See job description below for more details...

JOB DESCRIPTION: Communication Specialist Calltaker

PRIMARY FUNCTION

Performs all behaviors of the call taker

REPORTS TO/SUPERVISES:

This position reports to Communications Managers and is required to work collaboratively with other CareFlite managers to accomplish the CareFlite mission

ESSENTIAL DUTIES and RESPONSIBILITIES:

Knows the general location of all hospitals in the 19 county, North Central Texas Trauma Regional Advisory Council and general location of all nursing homes in Dallas County

Assure all phone lines are answered by the third ring. Phones will be answered with the calltaker's name in a professional manner demonstrating appropriate public relations at all times.

Assure all 911 phone lines are answered by the second ring. These lines will be answered "CareFlite ambulance. What is the address of your emergency?" These calls will then be EMD'd according to the NAEMD standards.

Obtains correct and thorough patient information from the caller and inputs this information into the CAD. Gets accurate ground contact and landing information on scenes.

Demonstrates comprehensive understanding of calltaking for ground and air medical ambulances using a computerized aided dispatch system.

Has the ability to patch medical control calls received from the phone to MMC ER

Assists dispatchers in coordinating emergency calls and relaying information and assistance request involving other law enforcements and fire fighting agencies

Other duties as assigned

Professional Conduct and Growth:

Recognizes incidents requiring documentation and reports to appropriate manager. When identifying problems, also makes suggestions to solve the problem. Offers solutions rather than complaining

Reviews dispatch operations to identify technical and operational training needs and recommend operational improvements.

Reviews and recommends modifications to computer aided dispatch system

Knowledge and Experience Required:

High School Diploma or its equivalent

EMT Basic or higher EMS training preferred. Must show proof of certification

EMD certification or within six months of hire

Working Knowledge of English language, spelling and usage

Type 30 wpm