



Job Description - Dispatcher

POSITION TITLE:

Dispatcher

POSITION IDENTIFICATION:

Reports to:	Business and Communications Manager
Employees Supervised/Directed:	None
FLSA Code:	Non-exempt

The Dispatcher is responsible for coordinating radio and telephone transmissions with Suburban EMS vehicles, agencies, and individuals to assure the delivery of basic and/or advanced emergency and non-emergency medical care and transportation to the sick and injured in accordance with all applicable laws, regulations, and Suburban EMS policies.

The Dispatcher shall at all times act in a manner consistent with, and aimed at furthering the vision, mission, and operating principles of Suburban EMS, and is responsible for actively disseminating and interpreting them and their connection with day-to-day operations and decisions. The individual in this position must possess the ability to work well with others without regard to their race, religion, color, sex, gender identity, sexual preference, ancestry, age, national origin, disability, marital or veteran status, and economic or educational background. It is understood that the work of the Dispatcher will be performed in a competent, timely, collaborative, and professional manner, and in strict accordance not only with all applicable laws, but also with the high standard of ethical behavior that is the hallmark of Suburban EMS. This expectation includes maintaining the confidentiality of information and documents and recognizing that all work produced is the property of Suburban EMS.

The Dispatcher displays the following leadership qualities:

- An enthusiastic dedication to innovative, customer-driven service and personal growth.
- The capability of describing and expressing, in public conversation as well as during one-on-one mentoring, the value of personal accountability for the success of colleagues and Suburban EMS.
- The ability to conduct oneself in a courteous, helpful, dignified, and professional manner at all times when dealing with patients, co-workers, supervisors and or the public.
- A clear grasp of essential performance behaviors and operational goals and an active, day-to-day desire and effort to learn more.
- Self-motivation, with the ability to shift priorities to meet needs when

- unanticipated problems occur.
- The capacity for vision and for developing a mental image of the ideal behaviors necessary to implement the vision of the Suburban EMS organization.
 - The capacity to create a sense of purpose, even in stressful times, and to generate and maintain a high level of morale.
 - The ability and willingness to assist others in reaching their potential.
 - The ability to intentionally model leadership and mentoring behaviors for the benefit of colleagues and the departmental team.
 - The ability and willingness to work with others as a team player who feels a sense of responsibility not only for his/her own success, but also for the success of his/her colleagues.
 - The ability to recommend data-driven decisions.

The individual in this position must be able to perform satisfactorily each of the Essential Functions described below, must consistently demonstrate the ability to handle numerous tasks and responsibilities and the ability to anticipate and meet deadlines, and must have outstanding organizational skills and pay meticulous attention to detail. The individual must anticipate and respond promptly, in a professional manner, to internal and external customer requests. A professional demeanor and appearance are necessary. The ability to maintain confidentiality of information is required.

Administrative Essential Functions

- Works in a highly stressful environment and handles a significant number of stressful situations quickly, calmly, and appropriately, maintaining composure.
- Works independently.
- Function as a team player.
- Gets along well with people of diverse backgrounds and personalities.
- Communicates with superiors, peers, subordinates, and clients with empathy and respect.
- Analyzes and interprets difficult and complex situations.
- Exercises sound independent judgment within general policy and procedural guidelines.
- Anticipates and identifies problems and takes initiative to prevent or correct them.
- Establishes and maintains effective working relationships with all levels of personnel within the Suburban EMS, outside agencies, clients, and the community.
- Understands and follows federal, state, and local laws and Suburban EMS policies, procedures and rules.
- Follows orders and respects the chain of command.
- Applies concepts, knowledge, and principles.
- Enters and extracts data from a computer using basic and EMS-specific software.
- Uses a thorough working knowledge of local geography, which includes maps, streets, and grid book systems.

Operational Essential Functions

- Uses phone, radio, and computer to accept calls, schedules, and dispatches emergency transports in an expeditious manner among hospitals, nursing facilities, medical offices, and private residences, according to established protocols.
- Dispatches emergency transports in an expeditious manner, assigning the most appropriate qualified crew to respond.
- Schedules and dispatches non-emergency transports in a manner that maximizes efficiency, according to established protocols and without compromising patient care or comfort.
- Obtains pertinent information for records and billing as required by Suburban and the EMS Council, and records the information on the appropriate forms. Gathers insurance, pre-authorizations and arranges for PMNC and related information from facilities.
- Decides the most appropriate mode of transportation for clients based on medical necessity, unless patients prefer ambulance service and confirm payment in collaboration with the Billing Office.
- Reschedules transports as needed when problems with requesting party arise.
- Monitors crew and wheelchair van locations and utilization in order to coordinate services and schedules. Ensures area coverage and timely and efficient movement of ambulances when specific needs arise.
- Maintains professional relationships with other Suburban employees, 911 centers, healthcare facilities and municipal personnel, clients, and the general public.
- Maintains communications with all crews at all stations. Distributes information to crews as needed.
- Communicates with crews about issues that arise during transports, with regard to patients or to facilities.
- Verifies scheduled transports.
- Advises crews of traffic problems such as construction areas, accidents, congestion, and weather conditions.
- Enters data into and extracts data from the dispatch program.
- Maintains daily dispatch logs.
- Prepares and provides daily work and run schedules for all stations.
- Answers incoming phone calls, including overflow from Billing, and disburses calls to the appropriate personnel.
- Interacts with Billing to assist with questions from customers.
- Enters 911 calls into the dispatch program.
- Assists with scheduling of personnel for open shifts.
- Calls in personnel when the schedule requires additional resources.
- Prepares wheelchair billing as appropriate.
- Schedules stand-bys and community events as appropriate.
- Attends public service functions, expositions, and other public events while on duty and acts as a representative of the organization.
- Performs any other duty related to Suburban EMS as designated by the supervisor or designee.

Physical Essential Functions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. The physical requirements of the job include, but are not limited to, the following:

- Operates on a 24-hour clock due to the nature of the business.
- Sits for extended periods of time.
- Works in normal indoor exposure to dust/dirt.
- Moves about within the facility.
- Demonstrates adequate near and distance vision.
- Speaks and hears clearly and occasionally withstands higher than average levels of noise.
- Works in high stress situations frequently.
- Communicates frequently with co-workers and others and exchanges accurate information in these situations.
- Performs tasks with manual dexterity (i.e., use of fingers, hands, and arms).
- Handles office implements frequently.
- Lifts, moves, and/or carries in excess of 20 lbs. on a consistent basis.

Education, Experience, and Training

- High school diploma or a GED as evidence of completion.
- At least three years of relevant experience.
- EMD certification preferable.

Job Location (Places where job is performed)

Suburban facility in Northampton County.

Equipment (Examples of devices, tools, etc., used in the organization)

Telephone, computer, fax, copier, two-way radio, pager, cell phone.

Disclaimer

The information provided in this description is designed to indicate the general nature and level of work performed by the individual in this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions at any time. This position description is not an employment agreement or contract.

Acknowledgement

I understand that it is my responsibility to read this job description in its entirety and fully understand the expectation, requirements, and hazards associated with this position, and that the job description and duties are subject to change at the discretion of Suburban EMS. I hereby agree to abide by the requirements and duties set forth. I also understand that if employed by Suburban EMS, I am employed as an at-will employee and that Suburban EMS or I may terminate the employment relationship at any time, without notice, and for any lawful reasons.

Employee's Signature

Date