



**PROFESSIONAL
AMBULANCE**
and Oxygen Service Inc.



P.O. Box 410326 31 Smith Place Cambridge, MA 02141

tel: 617.492.2700
800.653.3640
fax: 617.492.0806

Job Description

Position Title: Emergency Medical Dispatcher

Reports To: Director of Communications

General Functions/Duties:

- 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, pager, telephone, cellular telephone, facsimile or other methods.
- Update and maintain emergency contacts lists, emergency response information and general business administration contact lists.
- Perform a wide variety of clerical and office support assignments including but not limited to; the operation of office equipment and computers, record keeping, filing, indexing, and other general clerical work.

- Interact with visitors personally and on the telephone; receive, process and record requests and complaints and route individuals to proper personnel as appropriate.
- Take messages and make calls for on duty personnel as requested.
- Search master recordings for needed information.
- Manually activate interior and exterior doors from the dispatch office.
- Maintain, clean, decontaminate, restock and prepare equipment, facility and vehicles for use.
- Test and inspect equipment as required.
- Provide general instruction to new employees and assume the responsibilities of a Supervisor if one is not available or not on duty.
- Participate in formal classroom and informal field training sessions, workshops, drills and exercises to learn and practice new techniques. Attend mandatory continuing education classes.
- Perform other duties not specifically presented in this description as required.

Requirements/ Qualifications:

- Must possess the ability to engage in multiple activities simultaneously.
- Must have the ability to establish and maintain effective working relationships with patients, other employees, other public safety professionals, medical staff at the hospitals, and with the general public.
- Must have a working knowledge of the street system in Cambridge and the surrounding area. Must also have knowledge of how to use the street guides used by Professional Ambulance.
- Must have the ability to remain calm while working in difficult, stressful and sometimes dangerous circumstances. Must use good judgment and possess the ability to remain focused while assuming a leadership role and directing others of lesser training via telephone.
- Must comply with all company mandated safety programs and OSHA mandates such as tuberculosis screening, HAZCOM and bloodborne/airborne pathogen training.
- Must be able to sit for extended periods of time.

Working Conditions:

This Position will be performing tasks in the customary office environment. The person should have the ability to work in a stressful environment while performing multiple tasks simultaneously, with the possibility of long hours and irregular times/days.

