

*Reports to:* Senior Dispatcher / Director of Operations

*Responsibilities:*

1. The Dispatcher has direct communication with the Senior Dispatcher, Director of Operations (DO) the Field Supervisor(s) for the efficient allocation of personnel and equipment.
2. The Dispatcher holds direct authority over all ambulance staff in regards to dispatching calls and the posting of crews.
3. The Dispatch office has a working relationship with the Billing Department to facilitate the completion of paperwork as well as all computer documentation in Right Cad.

*Principal duties: (include, but are not limited to)*

1. Receives telephone requests for the rendering of emergency services, and determines the nature of the problem, location, directions, and a call back number.
2. Dispatches the appropriate ambulances and/or fly cars as requested by the corresponding 911 centers or facility.
3. Records missing times, mileages, run numbers, crew status, and controlled substance usage for all calls on paperwork, as well as in the Right Cad system.
4. Call in of additional crews and resources as needed after being approved by the DO or a Field Supervisor.
5. May receive a patient status report from the ambulance crew to be relayed to a Medical Control physician if the staff cannot obtain communications.
6. Maintains a record of any conversation in the computer system.
7. Maintains priority of posting assignments and knowledge of vehicle locations at all times.
8. Notifies patients, families, facilities and Field Supervisor as appropriate in the event of a change in pickup or drop off times.
9. Keeps Supervisors informed of all pertinent information pertaining to vehicle / equipment breakdowns, delays, any incident reports and/or problems, call outs, etc.
10. Obtains pertinent information regarding the scheduling of trips / transfers and confirms all prescheduled transfers with the caller.
11. Inputs all information incorporated into the computer system and communicates all pertinent information to the proper person(s)
12. Other duties as requested, such as cleaning, filing, phone messaging, and others not yet listed.

*Qualifications:*

1. A NYS certified EMS provider, preferred
2. EMD certification or completion within one year of being hired.
3. At least 20 years old, preferred
4. High school diploma or equivalent
5. Have excellent verbal communication skills
6. Computer knowledge, preferred

*Effective:*

April 27, 2004