

*Reports to:* Director of Operations

*Responsibilities:*

1. The Chief Dispatcher is responsible to the Director of Operations (DO) for providing assistance in the oversight of the communications division. The Chief Dispatcher acts as a resource for the dispatch staff.

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

1. Assists DO in the hiring of qualified dispatch personnel.
2. Trains new dispatch staff to perform to company standards.
3. Motivates dispatch staff to maximize their performance.
4. Assists DO in maintaining a working schedule for all dispatchers pursuant to company policy.
5. Schedules remedial dispatcher training as necessary.
6. Investigates dispatching complaints and resolves dispatching problems in concert with DO.
7. Reviews dispatch related problems in concert with DO.
8. Develops dispatch policy and assists in operational policy development in concert with DO.
9. Assists DO in assuring effective, state of the art radio and telephone communications abilities.
10. Assists in development and maintenance of master personnel schedule.
11. Assists DO in assuring compliance with State and Local laws and regulations governing EMS dispatching.
12. Assists billing department personnel with development of and implementation of dispatch policy relating to billing.
13. Maintain Dispatcher Resource and Training Manual
14. Other duties as assigned.

*Qualifications:*

1. High school graduate or equivalent.
2. Current NYS EMT certification.
3. Emergency Medical Dispatcher (EMD) certification, NAEMD preferred.
4. Minimum of five years EMS / ambulance service operational experience preferred.
5. Three years EMS dispatching experience preferred.
6. Working knowledge of the EMS system is required.
7. Working knowledge of computers and networking systems, including Windows 2000.

*Effective:*

April 26, 2004