

The Transfer and Communication Center Specialist I maintains responsibility for receiving and activating requests from multiple sources for ground and helicopter transportation. The CPTS Communications Specialist I tracks air flights from multiple helicopter vendors. The Transfer and Communication Center Specialist I directs air traffic for site response and landing appropriately according to aviation safety and CAMTS accreditation standards. The Transfer and Communication Center Specialist I communicates issues or operational questions to Pod 4 Communications Specialist, CTL or Manager as they arise. The Transfer and Communication Center Specialist I is also expected to support Carilion's hallmarks of service excellence and quality for all job responsibilities.

Duties include, but are not limited to, the following:

1. Receives calls via telephone, EPIC, fax, secure chat room and radio. Records information via computer aided dispatch system. Tracks air traffic using computer generated software. May serve as primary air controller for multiple air responses into designated area.
2. Prioritizes incoming calls according to unit availability and determines response mode as emergency or non-emergency. Appropriately determine/confirm level of care required and mode of transportation needed according to ALS protocols and CCPT Policies and Procedures.
3. Dispatches calls and maintains communication with staff to assure effective utilization of services according to CCPT policy and procedure. Provides ETA's for same day and future requests to call takers. Triages calls and re-appropriates transports according to demand and urgency. Follows established processes for monitoring of flights as needed.
4. Maintains On-Time performance goals. Assures call back's to requesting facilities when transportation will not arrive on time. Assures documentation of call back and alteration of arrival time in designated location within the CAD System.
5. Maintains overall situational awareness within department as evidenced by awareness of vehicle location by GPS Tracking software, CAD systems, and daily call scheduling program.
6. Facilitates communication between CCPT Divisions and CCPT Leadership. Communicates with Clinical Team Leaders regarding staffing concerns, and helps maintain shift report log.
7. Participates in Performance Improvement activities and assigned project work. Actively participates in all cost containment measures at the unit level. Promotes an aesthetic and safe work environment.

**Education:** High school graduate or GED. Successful completion of EMT-B, EMT-I or EMT Paramedic course.

**Experience:** EMT-B level only: At least 1 year of experience in CTaC Coordinator role and must achieve/meet standards at or above on performance evaluation tool. All levels: 2 years of pre-hospital experience preferred.

**Licensure/Certification:** EMT- Basic, EMT-I certification, or EMT-P certification. EMD (Emergency Medical Dispatcher) certification preferred. AHA BLS certification required. In addition, NAACS certification required.

**Other:** Excellent customer service skills, basic computer proficiencies and the strong ability to multi-task. Ability to operate complex phone/radio systems.

Be at your best with an organization that equips you to do so—a designated Great Place to Work whose people unite in making lives better. At Carilion Clinic, we help communities stay healthy and our region grow stronger through compassionate care, medical education and research, and neighborhood outreach. As part of our team you can expect professional stability, strong technological resources, and the advancement potential of a regional leader.

Based in Roanoke, Virginia, we are an award-winning, community-based network of hospitals, primary and specialty physician practices, and affiliations with prestigious academic medical institutions. Explore how joining a regional leader can enhance your ability to learn, grow, and succeed.