

## **Communications Specialist**

### **Qualifications/ Experience Requirements**

- Current or prior certification as an EMT-Basic at minimum
- Ability to type 30wpm.
- Excellent verbal, written, and interpersonal communications skills.
- Ability to multi-task.
- Ability to work as a team
- REMSA field experience a plus.

Within 6 months:

- Current AHA CPR.
- Successful completion of a REMSA approved EMD with the National Academy of Emergency Medical Dispatch.
- Knowledge of System Status Management (SSM), and the System Status Plan.
- Ability to effectively take 911 calls.
- Ability to maintain required Pro QA scores within the Academy standards for accreditation.
- Ability to correctly dispatch Care Flight and follow flights.
- Thorough knowledge of all REMSA dispatch, Care Flight, and Emergency Operations policies and procedures.
- Proficiency with Dispatch protocols, programs, and system operational requirements.
- Computer literacy in multiple systems and programs (i.e. CAD system, Prolog digital recording system.)
- Basic leadership skills and the ability to make decisions based on the STAR CARE principles.

### **Position Accountabilities**

This position has the authority to determine medical complaints and appropriate therapy based on the assessment of the patient in keeping with established protocols. This position is also responsible for safety decisions involving patient and aircraft/ambulance; whether or not additional equipment should be taken; in triage, appropriate means of transport and setting of priorities. This position has contact with the staff of base and outlying hospitals, with physicians, public service agencies (fire, police, highway patrol) and ground and air ambulance personnel; patients and their families; and with various service groups for public relations and educational purposes. Within this general framework, this position is accountable for the following functions:

- Responsible for assisting with the day to day operation of the REMSA communications center.

- Answer requests for emergency medical service utilizing provided MPDS cards for proper prioritization and pre-arrival instructions.
- Re-post units following the System Status Plan in an expedient manner and maintain the System Status Plan accordingly.
- Take requests and dispatch the appropriate resources following approved policies and procedures.
- Ensure safety of ground crews according to Dispatch policy.
- Having a strong knowledge of Care Flight response areas and other dispatched agencies response areas.
- Acquire and maintain knowledge of latitude and longitude usage, and aviation weather requirements.
- Maintain accurate and true records for both ground and air resources.
- Receive and complete requests for services which are non-call related from management and other individuals in a courteous and professional manner.
- Provide professional, considerate, and courteous service to all customers regardless of who they are.
- Ensure that scheduled transports are handled in a timely manner.
- Responsible for developing and implementing duties and activities as assigned.
- Promote high quality professional service to all personnel by setting examples of good work ethic, attitude, and other examples.
- Proficiency with EOC, MCI, Aircraft incident, Hazmat, Disaster plans, with the ability to assist management during any incident.
- Perform any other duties assigned or requested.

As a member of the REMSA team you will receive the following:

- Competitive compensation and benefit package
- Work with cutting edge technology
- Receive innovative training

### **Pay & Benefits**

Pay is commensurate with your experience level. REMSA offers an exceptional medical, dental and vision insurance plan to employees and their families for a below-average cost. In addition, employees are offered a 401(k) with company match, company paid STD, LTD and basic life insurance, generous education allowance, free re-certifications, gym reimbursement, company paid uniforms and boot allowance.

Send a resume or visit our website at [www.remsahealth.com](http://www.remsahealth.com) to apply and schedule an interview.