


<b>POSITION DESCRIPTION</b>		
<b>Communications Specialist (Full Time)</b>		
<b>Salary Range:</b> \$20 - \$24 per hour	<b>FLSA Status:</b> Non-Exempt	<b>Last Revised:</b> 05/2022

- Benefits:**
- Paid Time Off
  - Profit Sharing
  - Health Insurance
  - Employee Assistance Program
  - Vision & Dental Insurance
  - Short & Long Term Disability Insurance
  - \$100,000 Life Insurance
  - 401K with company match

**Reports to:** Chief of Operations

**Shift:** 12.5 hour shift (Day Shift: 07:00-19:30) (Night Shift: 19:00-07:30)

**SUMMARY:**

The primary purpose of the Communications Specialist is to receive and coordinate incoming requests for routine and emergency ground transport services. This position is also responsible for providing light administrative and billing support.

**KEY PERFORMANCE INDICATORS:**

**Answer incoming calls for service:**

The Communication Specialist will answer incoming requests for service in less than 3 rings. Upon receipt of a call for service, all pertinent information shall be entered into the Computer Aided Dispatch (CAD) system.

**Dispatch and track resources:**

The Comm Spec will utilize current procedures to assign and notify the most appropriate unit and track the progress of the transport.

**Track all inbound flights:**


The Comm Spec shall use the current flight tracking software to track all inbound aircraft and keep assigned units updated as to the arrival time of the aircraft.

**Answer incoming business calls:**

The Comm Spec shall answer all business calls in a timely fashion and direct callers to the appropriate person or department.

**Review Patient Care Reports (PCR):**

Each day, the Comm Spec will review open PCRs for completeness and forward them to the Billing Department. The Comm Spec may need to make requests to healthcare facilities for additional information.

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**KEY BEHAVIORAL INDICATORS:**

In addition to the Key Performance Indicators, members of our team must act in a way that promotes a symbiotic work environment. Members must observe these Behavioral Indicators to remain on our team. All members of our team will adhere to our Core Values:

**Integrity:** We will be true to our ethical and moral convictions, even when no one is watching.

**Compassion:** We will care for our patients, partners, and each other with kindness and empathy.

**Accountability:** We will accept responsibility for our actions and disclose the results in a transparent manner.

**Respect:** We will acknowledge the innate value of all beings and things and treat them with due regard.

**Excellence:** We will continually work to improve our culture and performance.

**EQUIPMENT:**

An employee in this position must be able to effectively operate all types of equipment related general office operations including, but not limited to:

- Computer
- Telephone
- Copy machine
- Document scanner
- Fax machine

**SUPERVISORY RESPONSIBILITIES:**

None

**QUALIFICATION REQUIREMENTS:**

Working knowledge of the functions, policies, rules, methods, and regulations of EMS operations. To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Minimum qualifications for this position are:**


- Must be at least 18 years of age
- Ability to pass background check

**Language Skills:**

Ability to speak, read, and write fluent English and communicate effectively. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

**Reasoning Ability:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to assess situations, exercise sound judgment, and take appropriate action, remaining cognizant of the company's confidentiality requirement.

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**Physical Demands:**

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical effort involves – for indefinite periods of time – mobility within an office environment; twisting body; stooping; standing; sorting; sitting; seeing; reading; decision making; reaching above shoulder level; using both hands for simple and firm grasping; clarity of hearing; communicating clearly and effectively, in person and by two-way radio; fine finger manipulation for writing and typing on a personal computer.

**WORKING CONDITIONS:**

The Communications Specialist works in an office-type setting.

**CONTINUING EDUCATION:**

All members of the organization must continually strive to improve themselves personally and professionally. In addition to the required continuing education for certification, members are required to attend periodic company trainings. Additional training opportunities are offered, but not mandatory.

**ORIENTATION:**

New team members participate in our orientation process which is a combination of classroom and hands-on education. The orientation process generally lasts two weeks.

**PROBATION:**

The Communication Specialist will be placed on probation for the first 90 days of employment. During this period, the Communications Specialist must complete the following:

- Have no disciplinary action.
- Complete the Field Training Task Book.
- Pass end of probation test.

Upon successful completion of the probationary period, the employee will be granted status as an employee in good standing.

**iCARE AMBULANCE LLC IS AN EQUAL OPPORTUNITY EMPLOYER**

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Employee Signature

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Date