


POSITION DESCRIPTION		
Communications Specialist		
Salary Range: \$22 - \$26 per hour	FLSA Status: Non-Exempt	Last Revised: 03/2024

COMPANY OVERVIEW:

iCare Ambulance, LLC, based at Centennial Airport since May 1, 2012, specializes in ground support for Air Ambulance, Critical Care, and Organ Transplant Teams. As a national leader in Air Ambulance Intercept services, we partner with over 70 Air Medical programs globally. Our mission focuses on providing safe and reliable transport for critically ill and injured patients.

iCare Ambulance 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.

POSITION OVERVIEW:

The Communications Specialist, functioning as the organization's primary dispatcher, plays a critical role in coordinating and managing the communication flow to ensure timely, efficient, and effective response to service requests. This position involves a range of responsibilities including the operation of communication equipment, such as radios and telephones, to receive, relay, and dispatch information and instructions to ambulance and organ transport crews and assisting the billing department with chart reviews. The Communications Specialist is responsible for maintaining clear, calm, and controlled communication with both field personnel and callers, providing necessary support and information during high-pressure situations. They must accurately log all communications and incidents and monitor the location and status of field units. Attention to detail is key for this position.

REPORTS TO:

The Communications Specialist reports to the Communications Supervisor.

RESPONSIBILITIES:


- Answer incoming calls for service.
- Input information into the Computer Aided Dispatch (CAD) system.
- Dispatch and track ambulances and organ transport units.
- Accurately record transport events and times.
- Track inbound aircraft.
- Check trip reports (charts) for accuracy and completeness.
- Provide logistical support for field crews.

WHAT DOES SUCCESS LOOK LIKE?:

To be successful in this position, the Communications Specialist must be able to adequately accomplish the following:

Answer incoming calls for service:

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.

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Dispatch and track resources:

Utilize current procedures to assign and notify the most appropriate unit and track the progress of the transport using radio and phone communication as well as the GPS tracking system.

Accurately track times:

Record transport benchmark times accurately and in real-time. Review radio and/or phone traffic to ensure times are correct as needed.

Track all inbound flights:

Utilize the current flight tracking software to track all inbound aircraft and keep assigned units updated as to the arrival time and location of the aircraft.

Answer incoming business calls:

Answer all business calls in a timely fashion and direct callers to the appropriate person or department.

Review trip reports (PCR):

Review open PCRs for completeness and accuracy. The Communications Specialist may need to make requests to healthcare facilities for additional information.

QUALIFICATION REQUIREMENTS:

Working knowledge of the functions, policies, rules, methods, and regulations of EMS and dispatch 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.

Post-Appointment Education:

- IAMTCS Certified Flight Communicator

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.

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.

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WORKING CONDITIONS:

The Communications Specialist works in an office-type setting.

COMPENSATION:

Beginning pay of \$22 per hour with yearly increases to a maximum of \$26 per hour.

BENEFITS:

- Paid Time Off
- Vision & Dental Insurance (Paid by company) *
- Short & Long Term Disability Insurance (Paid by company) *
- Health Insurance (\$300 company contribution) *
- \$100,000 Life Insurance (Paid by company) *
- AFLAC Supplemental Insurance
- Employee Assistance Program
- 401K with 5% company match

**Contributions made by the company are for the employee only. Dependents may be added at the employee's cost.*

iCare Ambulance, LLC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. iCare Ambulance, LLC is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.

Employee Signature

Date Signed