

## **Emergency Services Dispatch Personnel**

Regular Full-Time

Erie, PA, US

**EmergencyCare's mission is to save lives and positively impact health, well-being and safety in the communities we serve.**

- **EmergencyCare Is Hiring Emergency Services Dispatch Personnel**
- **Full-time / night shift 12 hours**
- **Paid Training Provided**

Position requires ability to accurately evaluate incoming calls to determine the appropriate level of Emergency services required. The successful applicant(s) will operate an EMS Computer-Aided Dispatching console consisting of a multiple computer screens, multi-line telephone system, base radio, and computer terminal. Responsibilities include dispatching emergency calls as well a scheduling non-emergency ambulance/wheelchair transport services; must remain calm under pressure, function effectively as a member of a team and have demonstrated ability to professionally interact with other service providers, clients and family members; must have the ability to work a rotating schedule including evenings, nights, weekends and holidays as required.

### **Required Qualifications:**

- Must have current CPR certification and/or become certified within 12 months of hire.
- Must successfully complete the Communication Specialist Training program
- Must pass the EMD (Emergency Medical Dispatcher) program within 12 months of hire.
- Ability to remain calm, make sound judgments, effectively engage callers to obtain and relay pertinent information during emergency situations.
- Must possess excellent communication skills, speak fluent English and be able to effectively multitask in a fast paced, high stress environment.
- Must have the ability to see full range of color working with digital images on multiple computer monitors.
- Must have effective data entry skills, ability to operate a multi-line phone, base radio and computer.
- Must have the ability to effectively navigate the geographical areas supported by our service.
- Must pass post-offer, pre-employment drug test, background and criminal history investigation.
- Requires rotating shift assignments covering evenings, nights, weekends and holidays as required (week one 36 hours/ week two 48/ hours).

### **Preferred Qualifications:**

- Prior experience as a public safety dispatcher and knowledge of emergency dispatching methods using various communications equipment.
- Certified Emergency Medical Technician (EMT); First Responder and/or successfully completed an equivalent course of study.
- Certified EMD (Emergency Medical Dispatcher)

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status.