

Cetronia Ambulance Corps – Volunteer Communications Center Controller

Job Description:

Qualifications:

- Communicating effectively at all levels
- Exercising judgment and providing logistical coordination of resource deployment procedures
- Applicable BLS and ALS service levels, clinical practices, procedures and protocols, and quality assurance guidelines
- Ability to act calm in emergency situations
- Demonstrates consistent history of reliability
- Demonstrates excellent customer service
- EMT certification or higher, with minimum 1 year field experience
- BCLS certification
- AED certification
- Valid Driver's License
- High School Diploma or GED

Duties:

- Receives emergency and non-emergency calls requesting EMS and medical transportation services
- Use prudent judgment based on EMS industry standards and established dispatch protocols/procedures to notify appropriate ambulance and non-ambulance resources
- Monitors deployment/response performance
- Monitors communication equipment to remain in contact with ground crews
- Schedules immediate and pre-scheduled transports
- Demonstrated excellent patient care and customer service
- Development of efficient work processes
- Quality improvement techniques