



Metro Care Ambulance is currently accepting applications for Communications Specialist



Job Details: Wages: \$20/hr. DOE

Job Type: Full-Time and Part-Time

Are you looking for a job that provides community, growth and strives to have a healthy work-life balance? Do you like a fast-paced work environment where no two days are the same? Are you good with a keyboard and have great multi-tasking skills? Are you a good listener? Are you able to be the calm voice in stressful or chaotic situations? If you answered yes to these questions, a job as a Communications Specialist - Non-9-1-1 dispatcher might be for you! Metro Care Ambulance believes in balance and is driven by family values, putting our employees and their families' well-being first. Our team is growing fast, and we are looking for two additional personnel to fulfill the role as Emergency Medical Dispatcher in our non-911 communications center. We want people who are looking to be a part of a growing team who will uphold our core values of Commitment, Respect, and Integrity.

Why You Should Join Our Team:

We are an agency whose mission is to provide compassion centered care to those in our communities. Created in 2016 by an EMS Provider here in Colorado, Metro Care Ambulance is a center focused on family-work balance. As a new agency, we can continue our growth based on employee feedback and build a community that fosters a spirit of care not only for our patients, but for each other. The healthier we are as providers, the better care we can provide for our communities. If you are looking to change course and be a part of a dynamic EMS Family, then we would like to talk to you!

Position Summary

Answer calls for assistance from health facilities, private residences and hospitals in the Denver Metro and surrounding areas. Determine the nature of the call; determine priorities and dispatch resources as necessary and in accordance with established procedures.

Enter, update, and retrieve information from a variety of different sources. Receive requests for information regarding transport available, take payments over the phone for transport, print/scan/copy fax as needed and various other tasks in support of the Communications Operations Center. This is a new position in a new Ambulance company. This position is part of an in-house Communications Center that offers a lot of opportunity and room for growth. Can Easily move up in the company as the company grows and the need for a larger Communications Operations Center develops. Come be part of the groundwork of developing, and maintaining, a Communications Center!

Location: 1111 E Mississippi Ave suite 163. Aurora Co 80012.

Minimum Job Requirements

- Emergency Medical Dispatcher Certification (Required within 180days of Hire)
- Valid driver's license with clean driving record (Required)
- Maintaining a Driver License for at least 1 year (Required)
- 1 Year Minimum Experience working in Dispatch/Communications/Call Center (Required)**
- High School or Equivalent (Required)
- At Least 21 years of age (Required)
- Type accurately at a speed necessary for successful job performance. (Required)
- Ability to Read, Write and Speak English (Required)
- Perform multiple-simultaneous tasks on demand. (Required)
- Operate a variety of communication equipment (i.e., radio consoles, telephone, and computer systems (required)
- Ability to use a computer, smart phone, tablet, and other smart devices. (Required)
- Submit to Criminal Background Check conducted by CBI (Required)
- Submit to Drug Test upon hire and randomized drug testing throughout employment (Required)

**will consider Entry-Level Communications Position for Person with other qualifying history.

Job Responsibilities:

- Maintain a clean and professional appearance in line with company uniform standards.
- Prompt attendance consistent with scheduled hours.
- Work collaboratively and in a professional manner with all allied health and public safety personnel.
- Receive, prioritize, and evaluate emergent and non-emergent calls for service. (Non-911)
- Maintaining communication with emergency personnel via radio, mobile data terminal, phone, pager and in person.
- Utilize current Emergency Medical Dispatching (EMD) protocols to provide interim assistance to callers until EMS arrives.
- May be called upon to train new dispatch staff, monitor performance, provide instruction, prepare training evaluations, and prepare weekly goals.
- Deliver work products and services with responsiveness, courtesy, and tact in personal interactions with customers, agency employees and staff.

Shift Hours

- Shifts are 10-12 Hour Shifts
- Weekday; Weeknights; Weekend, Weekend Nights
- Shift hours can vary.
- Flexible Scheduling

Pay and Bonus Structure

- \$20 /hour; additional pay for more experience.
- Raises with bonus at three-month, six-month, and yearly reviews.
- Overtime (time-and-a-half) pay available for >40 hours per week.
- Holiday Pay (time-and-a-half)

Benefits

- Health, Dental, Vision Insurance
- Paid Time Off (accrued from day 1 for Full Time Employees)
- Sick Leave (accrued from day 1 for all employees.)
- Free Continuing Education for Certification Renewals
- Education Reimbursement Programs
- Certification Renewal Reimbursement Programs

Hiring Process:

Use the link below to visit our Job Board and apply directly.

Interviews are conducted at our home office and include call scenario evaluations and a typing test.

You will need to bring your certifications and resume to your interview.

Additional Information:

In the event of an emergency/disaster in or near the County, all employees may be expected to make every effort to be available to ensure the continued operation of all necessary functions. This may mean being available to perform additional duties and hours beyond what is normally required. If an exempt employee does work more than 40 hours a week in support of Company Operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing Policies.

Interviews are conducted at our home office and include a typing test and a skills test.

