

Position Title: Dispatcher
Salary Grade: DOE/Q
Supervises: None

Position No.: Varied
Position Status: Varied
Reports to: Dispatch Supervisor

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason that this classification exists is to perform work under general supervision, of routine difficulty in operating communications equipment to receive, contact, and dispatch EMT, Paramedic and First Responders to the scene of accident and inter-facility transport of patients. And related work as assigned of routine difficulty in arranging non-emergent transportation for drivers and patients for medical appointments; hospital admissions/discharges, routine dialysis, nursing home placements and behavioral health services; performs related work as assigned.

Essential Job Function:

This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Tasks:

Operates a variety of radio communications and other equipment to locate and dispatch EMTs, Paramedics and First Responders units to the scene of accidents and pre-arrange inter-facility transports; answers telephone.

Maintains log book of all calls; relays pertinent information; monitors teletype messages and relays important information to Medical staff; provides technical assistance and training on dispatching techniques and equipment; attends meetings, training, and seminars; assists visitors by answering inquires and providing information requested.

Essential Physical Knowledge, Skills and other Characteristics:

- Considerable knowledge of business English, spelling and arithmetic.
- Knowledge of modern business practices procedures and equipment. Skill in the operation of those various office machines including, personal computers, telephones and copiers.
- Skill in establishing and maintaining effective working relationships with others.
- Skill in basic filing and recordkeeping
- Ability to type a minimum of 50 wpm.
- Ability to read and write English accurately.
- Ability to handle with courtesy and tact a wide variety of public contact both on the telephone and in person.
- Ability to follow oral and written instructions.
- Knowledge of In-House policies and procedures affecting assigned work.
- Knowledge of English and Navajo languages.
- Knowledge of standard office procedures and practices.
- Knowledge of Navajo Nation geographical area.

- Knowledge of preparing and maintaining accurate records, reports and files.
- Skill in evaluating a situation, making effective decision under pressure, and taking appropriate action (multi-task), prioritize.
- Skill to communicate effectively, act promptly and use good judgment in emergencies, deal tactfully with and inspire public confidence while enforcing rules and regulations.
- Skills in operating radio communication system, includes 10-codes.
- Skill in communicating clearly, concisely and relaying details accurately.
- Skills in handling high volume of telephone calls.
- Skill in establishing and maintaining effective working relationships.
- Ability to understand and follow oral and written directions.

Working Conditions and Work Environment:

- Manual dexterity required for use of calculator and computer keyboard.
- Some bending and stretching required.
- Work involves a minimum of physical effort in a highly stressful office setting.

Required Experience and Training:

A high school diploma or GED; and two (2) years clerical experience working with the public; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Special Requirements:

Depending upon the needs of the SMMS, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.

Drug Testing/Substance and Alcohol Use:

Final applicants will be required to voluntarily submit to pre-employment drug & alcohol testing on a “pass/fail” basis. Failure to submit to the testing will result in automatic termination of employment. The successful candidate will be subject to random drug & alcohol testing. Sacred Mountain Medical Service is a strict tobacco, alcohol and drug free workplace and this policy in particular has become one of zero tolerance.