

# WEKA, LLC

<b>Job Title:</b>	Emergency Communications Dispatcher	<b>Emergency Communications Dispatcher</b>	
<b>Location:</b>	5630 B St. Anchorage, AK 99518	<b>Travel Required:</b>	None
<b>Level/Salary Range:</b>	\$ 18.30	<b>Position Type:</b>	Full Time Scheduled
<b>HR Contact:</b>	David Horne		
<b>Will Train Applicant(s):</b>	No		
<b>Applications Accepted By:</b>			
<b>E-mail:</b> <a href="mailto:david@weka.us">david@weka.us</a>  <b>Attention:</b> HR Department RE: Emergency Communications Dispatcher		<b>Mail:</b> David Horne WEKA, LLC P.O. Box 240474 Anchorage, AK 99524	
<b>Job Description</b>			
<p><b>Role:</b>  Under the Supervisor, the ideal incumbent will perform duties associated with providing response units to provide emergency medical care to the sick and injured in accordance with all applicable laws, regulations and WEKA policies. Responsible for carrying out the mission and goals of WEKA assuring that safety remains the highest priority throughout the transport continuum. Work involves evaluating incoming calls to determine the appropriate level of emergency medical service (EMS) assistance required, dispatching units, and transmitting information and messages upon request and/or according to established procedures to include Medevac Flight Response. Assist in all operational aspects of the Communications Center, including but not limited to; preceptor programs, data entry, ongoing training / staff meetings, vehicle utilization, customer service issues, as well as interaction with field / management staff.</p> <p><b>ESSENTIAL DUTIES AND RESPONSIBILITIES:</b></p> <p><b>GENERAL RESPONSIBILITIES:</b>  Provide professional and courteous service while receiving incoming calls from the public or other public safety entities requesting emergency and non-emergency assistance, achieve and maintain control of call and provide proper interrogation to obtain necessary information to determine the appropriate response and priority. Dispatch appropriate units according to acuity level, availability and location or provide appropriate information as required while simultaneously maintaining radio contact with and monitoring the status of all field units. Prioritize requests for and dispatch appropriate resources for non-emergency transports based on customer relationship. Maintain accurate record and log of all incidents including address of incident, times, type of response, unit number, EMT/paramedic names, patient name and disposition. Maintain awareness of all field units' status and location and assist in coordinating the activities of all field units. Monitor multiple public safety radio frequencies, hospital diversions and video surveillance screens; operate a variety of communications equipment, including radio consoles, paging systems, telephones, computer aided dispatch systems and multiple computer programs/systems. Communicate with other public safety agencies, hospitals, public works departments, support services and any other entity as needed to request or forward necessary information.  Send, receive, enter, update and disperse information by computer, telephone, cellular telephone, facsimile or other methods. Interact with visitors personally and on the telephone; receive, process and record requests and complaints and route individuals to proper personnel as appropriate. Test and inspect equipment as required. Perform other duties not specifically presented in this description as required. Performs all activities in accordance with company standards; Performs all duties in a safe, courteous, confidential, and professional manner. Maintains a positive and professional image by being well groomed and properly attired at all times. Mentors, trains, and encourages fellow staff as needed,</p>			

to help them attain their full potential. Completes all reports legibly, accurately, and on a timely basis. Maintains confidentiality of all customer and client information. Other duties as assigned.

## **JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY:**

The incumbent must perform all job responsibilities in a manner that protects patient privacy:

The incumbent is expected to protect the privacy of all patient information in accordance with WEKA EMS's Privacy Policies, procedures, and practices, as required by federal (and state) law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with WEKA EMS's policies and procedures on patient privacy may result in disciplinary action up to and including termination. The incumbent may access protected health information and other patient information only to the extent that is necessary to complete job duties. The incumbent may only share such information with those who have a need to know the specific patient information you have in your possession to complete their job responsibilities related to treatment, payment, or other company operations. The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding WEKA EMS's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer. The incumbent is expected to actively participate in WEKA's privacy training and is required to communicate privacy policy information to co-workers, students, patients, and others in accordance with WEKA Privacy Policy.

## **ADDITIONAL OBLIGATIONS AND SKILLS:**

n/a

## **ADDITIONAL RESPONSIBILITIES AND ROUTINE TASKS:**

n/a

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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.

### **Education and/or Experience**

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Must be able to pass the Emergency Medical Dispatch (EMD) program within 6 months of hire and maintain certification during employment. Successfully completes required training programs in Hazmat, MCI Management (NIMS 100 & 700) prior to completion of classroom orientation.

### **Knowledge of:**

Emergency medical procedures. WEKA communications dispatching procedures. The street system and geographical layout of all surrounding service areas and ability to read a map and give directions as needed.

### **Ability to:**

Remain calm and effective under heavy workloads and in emergency situations. Exercise good judgment in emergency situations. Determine priorities of emergencies. Obtain and act on information quickly and accurately in emergency situations. Work evenings, nights, weekends, and holidays to maintain 24-hour coverage of the emergency dispatch system. Comprehend and make inferences from written materials such as operations manuals. Learn job-related material through oral instruction and observation and reading to effectively perform job duties. This learning takes place in an on-the-job training setting. Learn street locations, station locations, and geography of the areas served. Learn to operate communications equipment (multi-button telephones, base radios, and computer terminals).

## **PHYSICAL REQUIREMENTS OF THE POSITION**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must: Regularly lift carry, push and/or pull up to 50 pounds (i.e., equipment) and frequently lift, carry, maneuver and balance 100 lbs. on both even and uneven surfaces including ascending and descending stairs, and in confined workplaces. Utilize both gross and fine motor skills of the upper extremities including regular use of hands to finger, handle or feel, and reaching with hands and arms. Specific vision abilities include close, color, depth perception and ability to adjust focus. Remain sitting for extended periods

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of time. Management reserves the right to randomly test employees for compliance with its drug-free workplace policy.

**OTHER PHYSICAL REQUIREMENTS** Maintain balance and strength in awkward positions; Speak clearly, even under stressful circumstances; Accurately communicate ideas orally and in writing in English; Respond physically with speed; Speak at proper volumes for appropriate situations; and Must get along with others.

## **WORK ENVIRONMENT:**

The work environment is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is frequently hectic with quick turnaround times and deadlines. Regular scheduling may involve scheduled and unscheduled overtime. The employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles, and risk of electrical shock. The noise level in the work environment is usually moderate.

## **MENTAL REQUIREMENTS OF THE POSITION:**

Handle a significant number of stressful situations, and be able to function calmly, coolly and collectedly under all types of stressful situations; Get along well with diverse personalities; Communicate with patients and others with empathy and respect; Create and maintain a positive and cooperative working environment in stressful situations; Work smoothly and professionally in an environment where teamwork is essential; Analyze and interpret difficult and complex patient care and personnel situations; Work independently with minimal supervision for assigned tasks; Exercise sound independent judgment within general policy and procedural guidelines; Anticipate and identify problems and take initiative to prevent or correct them; Establish and maintain effective working relationships with all levels of personnel within the medical community, client, WEKA, outside agencies, patients, and members of the community; Understand and follow federal, state and local laws, and WEKA policies, procedures and rules; Follow orders; Remember and apply concepts, knowledge and principles; and appropriately deal with stress and maintain composure when encountering serious injuries or illnesses

## **Compensation:**

Paid \$18.30 per hour, overtime available

## **Benefits:**

Employee is eligible for benefits.

## **Disclaimer:**

The information provided in this description is designed to indicate the general nature and level of work performed by incumbent within this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and working conditions require of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions at any time. This position description is not an employment agreement or contract.

Employee Signature:		Date:	
Approved By:		Date:	
Last Updated By:	David Horne	Date:	27 April 2021