



Looking for an exciting and fulfilling job with a dynamic EMS Agency that is nationally recognized as an industry leader?

Mecklenburg Emergency Medical Services Agency, better known as Medic, provides emergency and non-emergency paramedic level medical services to the citizens of Mecklenburg County, NC, which includes the City of Charlotte, NC. The Communications Center provides emergency and non-emergency communications response to individuals and entities including all EMS responses for Mecklenburg County (population one million plus) as well as dispatch for 17 County Fire Departments/First Responder Agencies. MEDIC's Communications Center is the fourth Center in the world to be Dually Accredited in EMD (Emergency Medical Dispatch) and EFD (Emergency Fire Dispatch) by the NAED (National Association of Emergency Dispatch).

Duties and Responsibilities:

Telecommunicators receive and process incoming requests (via telephone, radio and computer aided dispatch terminal) for EMS, Fire or other emergency services. Utilizing NAED EMD/EFD as well as local protocols, the Telecommunicator questions callers to determine location and seriousness of the emergency and the appropriate response level. The Telecommunicator enters information into CAD (Computer-Aided Dispatch) system.

Telecommunicators provide pre-arrival and post-dispatch instructions to callers for Medical and Fire Responses.

Telecommunicators are responsible for operating two-way radio and /or other communications equipment to dispatch fire, EMS and other personnel and equipment and to relay instructions or information to remote units.

Telecommunicators coordinate MEDIC unit(s), Fire Department(s), First Responder(s) and other emergency requests, relaying instructions to the appropriate units available. Telecommunicators are responsible for monitoring dispatched units and, when necessary, serves as liaison with caller.

Telecommunicators must answer and coordinates Non-emergency ambulance transport requests, monitors dispatched units and, when necessary, serve as liaison with hospital, skilled nursing facilities, physician offices and families of patients.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

OUR PATIENTS. OUR PEOPLE. OUR STEWARDSHIP. OUR PURPOSE.

Experience:

One year relevant experience is preferred.

Other qualifications:

Oral and written communication skills: Must have the ability to actively listen to others for an understanding of their needs and situations; ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to read and understand written correspondence in the various media forms.

Judgment: Must have the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to learn and apply new information; ability to handle multiple streams of information simultaneously; ability to remember numerous details.

Must acquire and maintain a working knowledge of public safety communications equipment, practices and procedures including but not limited to: computer aided dispatch, radio, mapping, telephone, and emergency protocol systems.

Certifications, Licenses, Registrations: (preferred, if not current, certifications will be obtained through the Agency as part of New Employee Orientation:

- CPR
- Emergency Medical Dispatch (EMD)**
- Emergency Fire Dispatch (EFD)

**Certified Emergency Dispatchers (EMD – Certification through International Academies of Emergency Dispatch)

A \$1,000 sign-on bonus has been implemented to encourage and facilitate the recruitment and retention of current certified (IAED – International Academy of Emergency Dispatch) EMDs. EMDs hired for a full-time, bonus-designated position with Mecklenburg EMS Agency will be eligible for \$500 of the sign-on bonus upon the release from their CTO (Communications Training Officer), with the remaining balance of \$500 payable upon their one-year employment anniversary, as long as the individual is employed by the Agency and is in good standing (by Agency definition).

OUR PATIENTS. OUR PEOPLE. OUR STEWARDSHIP. OUR PURPOSE.