

## **Dispatch/Communications Specialist**

Apex Paramedics - Denver, CO

\$41,000 - \$55,000 a year

### Job Description:

We are a heart-centered organization, whose mission is to provide peace of mind to our patients and healthcare partners, while seeing to the needs of our people, the planet, and our stakeholders.

We hire dedicated people, use only state-of-the-art equipment, and build partnerships with healthcare providers interested in quality of medicine, compassionate care, and transparency. We foster entrepreneurial spirit, cultivate shared responsibility, and provide excellence—while never forgetting to have fun in the process. Our culture is focused on maintaining the feel and dynamics of a small family-oriented company while being supported by the most experienced management team in the region.

We are looking for someone who is ready for an intriguing development opportunity who has had EMS field experience and is looking to branch out and learn something new. We are a 24-hour operation so availability must include nights, weekends, and holidays. We offer you a choice of four Blue Cross healthcare plans and we make a generous contribution to your benefits. Paid time off starts accruing the day you begin working.

Our dispatch team is the first point of contact for our customers, great care starts with you!

### Qualification:

- High school or equivalent
- Problem solving and critical thinking skills
- Proficiency with phones and computer automated dispatching (CAD) (Preferred)
- Experience as an EMT/Paramedic in a Denver Metro EMS system: 1 year (Preferred) **OR**
- Public Safety Dispatching experience: 1 year (Preferred)

### Responsibilities:

- Gather emergency and non-emergency related information in a timely manner and ensure CAD is updated appropriately
- Strategically deploy resources
- Communicate effectively and courteously with all field units via radio and phone to ensure safety and service is maintained
- Maintains confidentiality regarding any patient information in accordance with HIPAA regulations, as well as any sensitive company and employee information
- Have a strong understanding of Denver Metro geography
- Maintain an elevated level of customer service

- Effectively communicate with 911 dispatch centers

Requirements:

- Must Be 18 Years of Age
- Excellent written and verbal communication skills
- Quick learner and ability to multi-task in a fast-paced environment
- Outstanding customer service
- Highly motivated with strong problem-solving skills
- Elevated level of initiative and the ability to make sound decisions independently
- Medical knowledge and field experience in a Denver Metro EMS system
- Able to pass a Background check

Job Type: Full-time

Pay: \$41,000.00 - \$55,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 12 hour shift

Education:

- High school or equivalent (Required)

Experience:

- Public Safety Dispatching: 1 year (Preferred)
- EMT/Paramedic: 1 year (Preferred)

Work Location:

- One location

Work Remotely:

- No