



Job Title: Public Safety Communications Officer (911 Dispatch Officer)

Term: Casual

Organization: MEDACOM Atlantic

Location: Charlottetown, PEI

Posting Date: July 9th, 2021

Closing Date: July 29th, 2021

Unionized environment

About MEDACOM Atlantic:

We are currently seeking Communication Officers for our Charlottetown dispatch base. **MEDACOM Atlantic** is a subsidiary of Medavie Health Services, and operates as Prince Edward Island's Primary Public Safety Answering Point (PSAP); answering all 911 calls for the province. **MEDACOM Atlantic** provides emergency and non-emergency dispatch service for Island EMS (ground ambulance) and 32 volunteer fire departments across the Island. If you have an interest in face-paced communications and community support services– this opportunity is right for YOU!

Our organization provides a 6-week paid training program that instills confidence, high-skilled communication techniques, and proper procedure for every emergency situation. In this role, the Communications Officer reports directly to the **MEDACOM** Operations Manager and is responsible for the following:

Requirements:

- Grade 12 (or equivalent)
- Work experience in a similar environment is valued
- Excellent English language
- Successful candidates must provide the following, issued within the last 12 months:
 - Valid CPR Level C certification
 - Criminal Record Check
- Successfully complete Aptitude test (Critical)
- Successfully complete internal training (6 weeks) including:
 - Standard Employment Hearing Assessment
 - Emergency Medical Dispatcher Certification (EMD) course provided by the employer. *Employee is responsible for maintaining certification every 2 years.*
 - Paid in-house classroom & OJT program
- Relevant experience is an asset, but not required
- Post-secondary education is an asset, but not required
- Bilingual is an asset

Day-to-Day Responsibilities:

- Reporting to the Operations Manager
- Answering and handling 911 calls (as per *Standard Operating Procedures*). This includes the provision of Emergency Medical Dispatch instructions for emergency situations such as CPR, childbirth, choking, bleeding control, etc. and more (through use of *Medical Priority Dispatch System*)
- Delivering emergency service dispatching
- Delivering high-quality customer service for all customers/patients

- Monitoring and coordinating the movement of Island EMS vehicles
- Booking and coordinating non-emergency ambulance transfers
- Maintain daily reporting
- Managing handoffs, off-load delays, out of province coordination, emergency department back logs, and shift over-runs
- Building and maintaining strong relationships with the internal Shift Captain & Team
- Report on internal and external service inquiries (through reporting)
- Collaborate with team members

Skills and Attributes:

- Fluent in English
- Excellent communication
- Excellent & active listening skills
- Excellent computer proficiency
- Excellent attention to detail and documentation skills
- Ability to multi-task with little direction
- Ability to thrive in a face-paced work environment. (the opportunity to take on a variety of calls excites and motivates you)
- In high stress situations you are calm, assertive when necessary, and able to quickly summarize information you receive
- Collaborative
- Organized
- Possess a confident and strong telephone presence

Interpersonal Requirements:

- Strong desire to help others through public service
- Appreciation for team environments
- Energetic

Working Conditions:

- Unionized environment
- As MEDACOM is a 24hr emergency service, the successful applicant must be available to work days, evenings, nights and weekends.
- Must be able to work 8-12hr shifts

How to Apply:

If you are interested in applying for this role, please send your Resume and Cover Letter to hr@islandems.ca. Include the competition number #3302 in the files' title, along with your first and last name.

Competition closes **July 29th, 2021 at 5:00 PM.**

We thank all candidates for expressing interest. Please note only those selected for interviews will be contacted.