

New England Life Flight, Inc.
Job Description

I. POSITION Communications Technician

II. PRIMARY PURPOSE

Under the direction of the Director of Communications, the communications technicians are responsible for providing comprehensive effective communication services to Boston MedFlight as well as other aeromedical programs serving Boston MedFlight and the consortium hospitals.

III. ESSENTIAL RESPONSIBILITIES

- A. Provide comprehensive effective communication services.
- B. Uphold and adhere to all Boston MedFlight policies and procedures.
- C. Uphold safety standards as set forth by BMF, FAA and the contracted aviation and ground vendor.
- D. Coordinate all requests for transportation by air and ground.
- E. Serve as primary communication link between medical teams, referring and receiving facilities/agencies, pilots and the physicians throughout transport.
- F. Maintain positive interaction with fellow employees, consortium hospitals and referring agencies.
- G. Complete documentation (written and electronic) per BMF policy.
- H. Operate all radios and computerized dispatch programs.
- I. Monitor weather, flight following systems and all other communication equipment associated with MedFlight transports, missions and related activities
- J. Maintain skill proficiency and knowledge base.
- K. Attend required staff and educational meetings.

IV. POTENTIAL DUTIES

- A. Data entry, clerical and administrative assistance.
- B. Public education and marketing.

V. MINIMUM QUALIFICATIONS

- A. Must possess excellent telephone communication skills.
- B. Must be able to work independently as well as interdependently.
- C. Must be able to work in often stressful situations.
- D. Must be able to take direction.
- E. Must have BLS certification and be a Massachusetts registered EMT-B.
- F. Maintain certifications and continuing education criteria as mandated by the position.
- G. Must possess basic computer data entry skills. Knowledge of Computerized Aided Dispatch systems and Microsoft Office preferred.
- H. Must have basic understanding of radio communications.
- I. Must be able to read, write, speak and comprehend the English language without restriction.
- J. Must be able to work 12 hour shifts, which rotate to include day, night and weekend coverage.

VI. NOTES

- A. An FBI criminal background check will be performed prior to employment.

1/98, 12/01