

New England Life Flight, Inc.  
Job Description

**COMMUNICATIONS TECHNICIAN**

**I. PRIMARY PURPOSE**

Under the direction of the Program Managers, the communications technicians are responsible for facilitating all aspects of critical care patient transport by air and ground for Boston MedFlight as well as other aeromedical programs serving Boston MedFlight and the consortium hospitals.

**II. 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.
- L. Maintains positive communication (written and spoken), effectively while interfacing with fellow employees, patients, referring hospitals, and the community at large.

**III. POTENTIAL DUTIES**

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

**IV. MINIMUM QUALIFICATIONS**

- A. Class III employment physical required. Physical exams are performed by Boston Medical Center, Department of Occupational Health.
- B. Must possess excellent telephone communication skills.
- C. Must be able to work independently as well as interdependently.
- D. Must be able to work in often stressful situations.
- E. Must be able to take direction.
- F. Must have BLS certification and have either Massachusetts EMT-B or National Registry EMT-B.
- G. Maintain certifications and continuing education criteria as mandated by the position.
- H. Must possess basic computer data entry skills. Knowledge of Computerized Aided Dispatch systems and Microsoft Office preferred.
- I. Must have basic understanding of radio communications.
- J. Must be able to read, write, speak and comprehend the English language without restriction.
- K. Must be able to work 12 hour shifts, which rotate to include day, night and weekend coverage.
- L. Free of physical ailment which may impair consciousness or cognitive ability.

**V. NOTES**

- A. FBI and CORI criminal backgrounds check will be performed prior to employment.
- B. All BMF employees are subject to random drug screens.

Updated 7/05



### **How to Apply**

Please send cover letter of introduction and résumé to:

[HR@bostonmedflight.org](mailto:HR@bostonmedflight.org)

Or mailed to:

Human Resource Manager  
Boston MedFlight  
Robins Street, Hangar 1727  
Hanscom Air Force Base  
Bedford, MA 01730

Please also provide 3 letters of recommendation as well as copies of your certification and licenses. Letters of recommendation should be sent directly to the Human Resource Manager at the address above.

### **For More Information**

Please visit our website to get more information about current job opportunities and our program.

[www.bostonmedflight.org](http://www.bostonmedflight.org)

***BOSTON  
Med Flight***