



EFFECTIVE DATE

12/17/2004

REVISION DATE

04/16/2007

TITLE

003-7 COMMUNICATION SPECIALIST

COMMUNICATION SPECIALIST	
Department: Admin	
Division:	Reports to: Communication Supervisor
FLSA <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Last Updated: April 16, 2007

*The following is NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed or may be required to perform additional, position-specific duties.*

**DUTIES & RESPONSIBILITIES:**

The Communication Specialist is responsible for the overall coordination of fixed-wing air medical flights. This includes, but is not limited to:

- Answering emergency and non-emergency transport telephone lines, and assist with answering business telephone lines as required
- Ensuring effective communications are maintained between all aircraft and crew members
- Ensuring patient flight information is accurately and efficiently conveyed
- Initiating and coordinating the Post Accident/Incident Plan (PAIP) and other emergency procedures as needed
- Maintaining written and computerized records
- Reporting to work well rested and on time
- Maintaining proficiency and currency in accordance with company training programs
- Adherence to Company Policy & Procedures
- Assisting Flight Coordinator with Tulsa flight requests
- Performing general housekeeping duties to insure cleanliness and functionality of work area
- Maintaining excellent working knowledge of all Policy & Procedure relating to Communications and Flight Operations
- Flight following
- Multi-tasking despite considerable interruptions and distractions

**REPORTING RELATIONSHIPS:**

The position reports to the Communication Supervisor and does not directly supervise others.



EFFECTIVE DATE

12/17/2004

REVISION DATE

04/16/2007

TITLE

003-7 COMMUNICATION SPECIALIST

**WORKING CONDITIONS:**

AeroCare operates 24 hours a day, 7 days a week, and all holidays, requiring the incumbent to work rotating or multiple shifts, non-traditional hours, and may require short turnarounds. The standard shift length is 12 hours. The incumbent will work primarily in an indoor, office environment with minimal physical risks including minimal physical exertion requirements and low to moderate noise levels.

**MINIMUM QUALIFICATIONS:**

- High School Diploma
- EMT-Basic or equivalent experience
- Computer literacy including good typing skills
- Previous EMS, Fire, Police, or Air Medical Communications preferred
- Knowledge of aviation terminology preferred
- Previous Air Medical Communications experience preferred
- Must possess excellent verbal and written communication and interpersonal skills