

Position Announcement

LifeFlight Air Communications Specialist

This posting is for a LifeFlight of Maine Air Communications Specialist at MedComm – New England’s Medical Access Point, LLC in Bangor, ME. MedComm is the largest private ambulance dispatch center in Maine. This position is responsible for: receiving emergent and non-emergent transportation requests, scheduling calls and dispatching ground transport vehicles; and receiving and managing requests for air ambulance assets for LifeFlight of Maine. Interested candidates should submit a resume by mail or email to:

MedComm
Attn: Brian Porter, Communications Center Manager
189 Odlin Road
Bangor, ME 04401
blporter@northernlight.org

Primary Responsibilities

1. Receive requests for service from hospitals, care providers, nursing facilities, public safety agencies and the general public and enter the data into a computer aided dispatch system
2. Use available software, maps and tracking systems to dispatch appropriate vehicles, provide directions, and monitor vehicles.
3. Monitor radio communications for updates to vehicle status and use proper radio etiquette.
4. Flight follow air assets using available software, maps, and tracking systems.
5. Work in a team environment to assure the most efficient service is delivered.
6. Interface with clients and customers in a professional manner at all times.
7. Deliver best-in-class quality and customer service efficiently and represent clients’ values.

Hours

This position is a regular, full time position (36-48 hours per week). Nights, weekends, and some holidays are required.

Benefits

Full-time employees at MedComm qualify for benefits including an employer sponsored health plan, paid time off, dental plan, long-term and short-term disability, overnight shift differential, and more

Requirements

1. High School Diploma, GED or international equivalent
2. Unrestricted ability to work in the United States
3. Superior customer service skills
4. Basic computer literacy including use of email, word processing, and internet usage
5. Ability to work effectively in a team environment
6. Ability to sit for long periods of time
7. Ability to lift 10 pounds
8. Experience in ambulance / 911 dispatching, flight communications, call center work is preferred

All employees may be subject to pre-employment background screening as allowed by applicable state and federal laws.

MedComm is an equal opportunity employer and selects candidates based on qualifications, experience and potential to succeed.