

## **Dispatcher**

Spectrum Patient Services is Ontario's leading provider in non-urgent patient transfer services. We are a 24/7 operation and we pride ourselves on having the right people, the right vehicles and the right services to produce a standard of success unparalleled in Ontario.

We are looking for caring and compassionate people to join our team of Dispatchers for our **Hamilton** location. We want to hear from you!

### **Job Summary:**

Under the direction of the Dispatch Supervisor, the Dispatcher is responsible for coordinating various types of services, schedule requests and dispatching the appropriate personnel in response to service calls. The dispatcher is also responsible for processing requests by field crews, facilitating information flow between administrative staff and field personnel, and performing assigned clerical and billing functions. Dispatchers work in a team environment and collaborate with the "Call-Takers" in order to determine the appropriate crews, pick-up times including required equipment for each service request.

### **What we offer:**

- Competitive salary
- Group health benefits
- Paid vacation
- Exclusive gym membership opportunity
- Training and career development opportunities available

### **Responsibilities:**

- Adheres to the safe work/risk management policies and procedures of Spectrum Patient Services.
- Works within the Ethical Practice Framework of Spectrum Patient Services.
- Understands the range of services provided by each division of the Spectrum family and how it contributes to our model of Total Client Care.
- Continually assesses, anticipates, identifies and responds to new and changing needs of clients and communicates available Total Client Care resources to clients when appropriate.
- Must exemplify the highest performance standards, initiative, excellent communication skills, and positive, professional attitude and appearance.
- Monitor, update and control the location and movement of field, while facilitating communications.
- Communicates with field crews to ensure appropriate resources, priorities and all necessary allocations.
- Monitor and document response times of units, investigating and reporting all response time exceptions.
- Act as initial point of contact for troubleshooting, schedule adjustments.
- Maintains cordial working relationships with assigned drivers and assistants.
- Operate two-way radio base stations; record radio communications as required.

- Correctly receive and enters all information regarding the request or change of a transfer into the system accurately and within the standard time allowance.
- Maintains excellent knowledge of company policies, procedures and medical protocols including CBA.
- Maintains a calm, non-emotional and professional atmosphere in the communications center at all times.
- Participates in filling vacancies for sickness, vacation and other time off.
- Perform other duties as assigned.

**Qualifications:**

- A diploma or college degree is preferred
- Communications Dispatcher certification is an asset
- 1-2 years of customer service experience preferably in a busy call center environment
- 1-2 years of work related experience
- Experience in organizational effectiveness and implementing best practices
- Valid police check

**Skills:**

- Demonstrated leadership and vision in managing staff groups and major projects or initiatives
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Excellent interpersonal skills and a collaborative management style
- Excellent computer skills and proficient in excel, word, outlook, and access
- Excellent communication skills both verbal and written
- Excels at operating in a fast-pace, community environment
- Excellent people manager, open to direction and collaborative work style and commitment to get the job done
- Ability to look at situations from several points of view
- Persuasive with details and facts
- Delegates responsibilities effectively

**To apply:**

Please email your Resume/CV to the attention of Human Resources. Email:

[Recruiting@spectrumpatientservices.com](mailto:Recruiting@spectrumpatientservices.com)

**Applicants:**

We thank all applicants; however only those individuals selected for interviews will be contacted.

Spectrum Patient Services is an equal opportunity employer and we will accommodate any needs under the Canadian Charter of Rights and Freedom, Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Should any applicant require accommodation through the application processes, please contact the Human Resources Department at 1-866-527-9191 for assistance.