

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

Spectrum Patient Services is looking for full time Dispatchers who are hard-working, fast learners, multi-tasking, friendly, respectful and must be available to work in a fast-paced, high-stress and high call volume environment.

**Job Summary:**

Under the direction of the Dispatch Manager/Supervisor, the Dispatcher is responsible for coordinating various types of services, schedules requests to meet resource availability, dispatching the appropriate personnel in response to service requests, processing requests by field crews, facilitating information flow between administrative staff and field personnel, and performing assigned clerical and billing functions. Dispatchers are required to work as a team and must collaborate with the Customer Service Representatives in order to determine the appropriate crews, pick-up times including required equipment for each call. Dispatchers must be able to multitask; effectively problem solves and performs under pressure in a high call volume environment.

**Qualifications/Skills:**

- College diploma or certificate is preferred
- Valid Police Vulnerable Check
- Knowledge of the geography and current traffic laws of the Greater Toronto Area
- Excellent verbal and written communication skills
- Excels at operating in a fast-pace, environment
- Prior community health care experience is an asset
- Excellent at providing direction and in ensuring the completion of assigned tasks
- Excellent interpersonal skills and a collaborative work style
- Ability to look at situations from several points of view
- Persuasive with details and facts
- Delegates responsibilities effectively
- A demonstrated commitment to high professional ethical standards and diverse workplace experience
- Excellent computer skills and proficient in Excel, Word, Outlook, and Access

**We are looking to grow our team with people who are dedicated to linking the passion of our people and the quality of our services to the needs of our clients and patients! We look forward to hearing from you!**

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.*

Job Type: Full-time