



COMMUNICATIONS CENTER
Dispatch Supervisor Opportunity



Emergency Medical Dispatch (EMD)
Emergency Fire Dispatch (EFD)
Quality Assurance / Quality Improvement (QA/QI) Supervisor

Minimum Requirements

- **Previous experience as a EMS and/or Fire Dispatcher**
- **Emergency Medical Technician level or greater – TDSHS or equivalent experience**
- **Trained in or capable of obtaining training in National Academy Quality Improvement / Quality Assurance**
- **Computer Literacy beyond basic skills**

Job Description

- Obtain and maintain National Academies Accredited Center of Excellence status
 - Including but not limited to the following:
 - Ensure NAED Continuing Dispatch Education compliance
 - Including EMD and EFD CDE Training Schedule
 - Establish and Maintain Quality Improvement Process
 - Tabulate and Track EMD/EFD Performance
 - Establish and Maintain consistent Case Review above minimum standards of the NAED
 - Establish and Maintain EMD case feedback methodology
 - Establish and Maintain EFD case feedback methodology
 - Maintain EMD/EFD compliance levels for each dispatcher, shift, and center overall
 - Assist Comm Center manager with establishing and improving EMD and EFD determinant code response assignments
 - Participate in Dispatch Review Committee meetings
 - Ensure compliance with NAED Code of Ethics
 - Attendance at required meetings as needed to obtain/maintain ACE certification
- Dispatch shift assignments as needed to ensure proper staffing to include Senior Dispatcher Job Description
- Assist Comm Center manager with other projects as needed

Qualified personnel interested in the position should simply submit a resume and letter stating that they are interested in being considered for the position to the Comm Center manager by December 10, 2007 at 1700.

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