



Your Life. Our Mission.

New England Life Flight, Inc.
Job Description

Communication Specialist

I. PRIMARY PURPOSE

Under the direction of the Director of Communication, the Communication Specialists are responsible for facilitating all aspects of critical care patient transport by air and ground for Boston MedFlight as well as other aeromedical programs serving Boston MedFlight and the consortium hospitals.

II. ESSENTIAL RESPONSIBILITIES

- A. Provide comprehensive effective communication services.
- B. Uphold and adhere to all Boston MedFlight policies and procedures and general operating protocols
- C. Uphold safety standards as set forth by BMF, FAA and the contracted aviation and ground vendor.
- D. Coordinate all requests for transportation by air and ground.
- E. Serve as primary communication link between medical teams, referring and receiving facilities/agencies, pilots and the physicians throughout transport to provide safe and efficient facilitation of patient transport services.
- F. Maintain positive interaction with fellow employees, consortium hospitals and referring agencies.
- G. Complete documentation (written and electronic) per BMF policy.
- H. Operate all radios and computerized dispatch programs.
- I. Monitor weather, flight following systems and all other communication equipment associated with MedFlight transports, missions and related activities
- J. Responsible for remote monitoring of all base-site locations, helipads and hangars.
- K. Maintain skill proficiency and knowledge base.
- L. Attend required staff and educational meetings.
- M. Assist in orientation and training of new department personnel as assigned.
- N. Maintains positive communication (written and spoken), effectively while interfacing with fellow employees, patients, referring hospitals, and the community at large.

III. POTENTIAL DUTIES

- A. Data entry, clerical, administrative assistance, and logistical support for the overall system.
- B. Public education and marketing.
- C. Participation on organization committees.

IV. MINIMUM QUALIFICATIONS

- A. Previous EMS and dispatch experience a must. Preferably at least 2 years' experience as a communication specialist/dispatcher in 911 and/or high volume departments.
- B. Must have BLS certification and obtain either Massachusetts EMT-B or National Registry EMT-B within one year of hire to maintain employment.
- C. Obtain Flight Communicator Certification (IAMTCS) within 18 months of hire.
- D. Class III employment physical required. Physical exams are performed by BMF's Occupational Health Provider.
- E. Must possess excellent telephone communication skills.



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- F. Must be able to work independently as well as interdependently.
- G. Must be able to work in often stressful situations.
- H. Must be able to take direction.
- I. Maintain certifications and continuing education criteria as mandated by the position.
- J. Must possess basic computer data entry skills. Knowledge of Computerized Aided Dispatch systems and Microsoft Office preferred.
- K. Must have basic understanding of radio communications.
- L. Must be able to read, write, speak and comprehend the English language without restriction.
- M. Must be able to work 12 hour shifts, which rotate to include day, night and weekend coverage.
- N. Free of physical ailment which may impair consciousness or cognitive ability.

V. **NOTES**

- A. FBI and CORI criminal backgrounds check will be performed prior to employment.
- B. All BMF employees are subject to random drug screens.

How to Apply:

Please visit our career center by clicking [here](#) to submit an application and résumé.

Or mail to:

Human Resource Manager
Boston MedFlight
150 Hanscom Drive
Bedford, MA 01730

Please also provide 3 letters of recommendation as well as copies of your certification and licenses. Letters of recommendation should be sent directly to the Human Resource Manager at the address above or to HR_Dept@bostonmedflight.org.

For More Information:

Please visit our website to get more information about current job opportunities and our program:

www.bostonmedflight.org

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