



www.mercyflight.org/join-our-team/

Position Posting

Mercy Flight Inc is seeking internal and external applicants for the position of **Dispatcher**.

Employment Classification: Full Time-Non-Exempt
Reports to: Communications Center Supervisor
Home Base: Mercy Flight Headquarters-Buffalo, NY
Rate of Pay: Starting from \$18.40/hr to \$24.40/hr commensurate with experience

Interested candidates should forward a resume and letter of intent, or completed application to James Wallace, Director of Human Resources, via either email at jwallace@mercyflight.org , or <https://www.mercyflight.org/join-our-team/> or via the US mail to: 100 Amherst Villa Road, Buffalo, NY 14225.

- Full-Time Dispatcher (Overnight Rotation)
- Full-Time Dispatcher (Day Rotation)

The position overview and prerequisites are listed below. Should you have any question please feel free to contact James Wallace at 716-626-5808 x-1310.

Dispatcher

Position Overview: The Dispatcher is responsible for the intake, processing and dissemination of information. This includes the ability to question callers about their needs; determine the appropriate response needed for the situation; monitor status to determine what resources are available; and dispatch the appropriate personnel and/or equipment. The Dispatcher will keep accurate and legible records of the calls taken, in both written and electronic (computer) formats. The Dispatcher must be able to use maps (both printed and computer) to locate roadways, intersections and facilities as well as plot courses of travel. Familiarity of the Western New York region. In addition to using telephones, the Dispatcher uses 2-way radios, pagers, cellular phones, FAX machines and computer messages to communicate to internal and external customers, as well as the general public. Additionally, the Dispatcher functions as an administrative support personnel, assisting with a variety of office tasks, such as filing, message handling, mailings and data-entry.

Position Prerequisites:

- NYS EMT Certification – Basic or higher.
- CPR Certification.
- Two years experience in Emergency Services *preferred*.
- Previous Communications experience *preferred*.

It is Mercy Flight's objective to: Recruit, hire, train, and promote persons in all job titles without regard to gender, race, color, religion, national origin, disability, veteran, or marital status. Abide by the equal employment opportunity requirements of the federal and state governments. Administer all personnel actions, including but not limited to: compensation, promotions, benefits, training, and education without regard to gender, race, color, religion, national origin, handicap, veteran, or marital status. We will hire and promote individuals on the basis of ability, skills, experience, and work-related record. Age, race, color, religion, national origin, gender, or disability will have no bearing on employment decisions.