

BELL Ambulance is a progressive, client-oriented company devoted to providing high quality emergency and non-emergency medical services. BELL Ambulance has been in operation since 1977 and has grown to be the largest provider of ambulance service in the State of Wisconsin, responding to more than 75,000 ambulance calls annually.

In this role you will perform duties associated with providing top tier customer service while being an integral member of the dispatch team. You will provide assistance by monitoring several systems while taking calls and dispatching ambulances as needed.

How you will contribute:

- Assist the Primary Dispatcher, & complete all daily tasks as instructed
- Dispatch ambulance crews as appropriate
- Monitor MFD fire screen, assign 10-15's, and ensure that fire calls are dispatched in a timely manner
- Answer incoming calls from clients
- Work with the Billing office & ambulance crews to ensure proper trip completion
- Maintain compliance with HIPAA privacy laws, Bell policies, and exercise discretion with sensitive information

Education and skills:

- EMD License is required
- Excellent verbal and written communication is essential
- EMT license is highly desirable
- Ability to work in a fast paced environment
- Basic computer knowledge is required
- Must be able to multitask
- Must possess a positive, professional attitude

Additional Requirements

- Perform with a high level of professionalism at all times
- Must possess tact, patience, and a positive attitude
- Ability to function productively in individual and team environments, and in potentially highly stressful situations
- Must possess excellent communication skills while under pressure