Position Description

Position Title: Manager, Communication Center

Position Reports To: President & CEO

Site/Location: 3010 Broadway Street NE
Minneapolis, MN  55413

Position Summary:
Manages, directs and performs responsible administrative, technical and supervisory work, for the effective and efficient 24-hour operation of the Life Link III Communications Center. The Life Link III Communication Center receives and processes more than 32,000 requests for service annually, determines level of service and dispatches Life Link III’s modes of transportation. Has overall management responsibility for all Communication Center personnel and for ensuring prompt response to all customer transportation requests and/or customer service issues. Through quality control measures; updates policies and procedures in coordination with the Communication Center Manager/Director. Ensures the transportation needs of the consortium and its members are met in a safe and timely manner.

Qualifications:
- High school graduate or equivalent.
- Five years of dispatching experience in an emergency or public safety dispatch center and experience using Computer Assisted Dispatch (CAD) systems; or,
- Two years of experience performing duties equivalent to the class of a Life Link III Communication Specialist.
- Excellent customer service skills.
- Able to speak and write clearly.
- Knowledge of Zoll Rescuenet Dispatch preferred.
- Currently licensed as a Minnesota Emergency Medical Technician and/or Emergency Medical Dispatcher.