



Communications Supervisor

- AMR - Dayton, Ohio
- Dispatch
- Regular Full-Time

To Apply: <https://careers.gmr.net/gmr/jobs/22825?lang=en-us>

JOB SUMMARY

Reporting to the Operations Manager, the Communications Supervisor position contributes to AMR's success by executing Communication Center operations during scheduled shifts. The incumbent in this job deploys Communication Center team members, delegates task, maintains oversight, direction, trains, and coaches so that team members can create and maintain the AMR experience for our customers. This person will also contribute individually supporting the communication center through call taking and dispatching. This person will promote a positive working environment in the Communication Center, by leading by example and acting in accordance with company values.

ESSENTIAL FUNCTIONS/DUTIES

- Provide leadership and direction in the planning, development, implementation, and monitoring of operational goals.
- Accountable for center operations while managing a shift.
- Ensure that customers' questions and problems are resolved properly and quickly according to complaint resolution processes. Address customer problems that require escalation outside of the department.
- Provides input into center staffing levels and decisions to ensure team member development and talent acquisition to achieve and maintain Communication Center operational requirements.
- Communicate regularly with peer team and Operations Manager about operational issues, observations, insights, and suggestions. Communicates and behaves in a way that promotes a unified Communication Center management team.
- Provides coaching and direction to the team to take action and to achieve operational goals.

- Demonstrate a calm demeanor during periods of high volume or unusual events and manage smooth transitions thereafter to keep the center operating to established standards and to set a positive example for the Communication Center team.
- Achieve customer service goals and affect advancements in the quality and level of care provided by the staff at AMR.
- Establish and ensure positive working relationships with stakeholders outside the organization, co-responders, EMS Agencies, area hospitals, clinics, community health departments, regulatory entities, and allied organizations
- Ensure the organization meets or exceeds all governmental, regulatory and accreditation standards in all areas of day to day operations.
- Support and uphold all policies, procedures, and protocols associated with the operations of the Communications Center and AMR as a whole.
- Develops understanding of operational tools, systems, and processes to plan for and achieve operational excellence in the Communication Center.
- Maintains regular and consistent attendance and punctuality.
- Ensures team members adhere to operational compliance requirements.
- Will act as an internal consultant by leading the design/redesign, development, implementation and monitoring of process improvement to enhance quality, operational performance and customer experience
- Maintain a positive working environment that attracts and retains high-quality staff.
- Establish and ensure the AMR organization adheres to prescribed standards of quality assurance and performance improvement.
- Adhere to all company policies and procedures.
- Acts with integrity, honesty and knowledge that promotes the mission and values of AMR.
- Perform other duties as assigned

QUALIFICATIONS

Experience:

- Twelve (12) months of experience in a position that required constant interacting with and fulfilling the requests of customers, i.e., call center, retail.
- At least six (6) months of experience directing the work of others, preferably providing guidance on call handling and service / dispatch processes; coordinating the tasks of two (2) or more team members in a call center, service, or retail environment.

Education:

- High School Diploma, GED, or equivalent
- Associates degree preferred

Skills:

- Available to work flexible hours if needed that may include early mornings, evenings, nights, weekend, and / or holidays due to operational needs.
- Demonstrated success in establishing a wide range of business and professional relationships.
- Demonstrate ability to learn and perform all dispatch and call taking functions at a high level.

Credentials/Licenses:

- Certification as an IAED EMD

WORKING CONDITIONS AND MENTAL/PHYSICAL REQUIREMENTS

Working Conditions:

- Work is performed primarily in an indoor office call center environment.

Physical Demands:

- Heavy phone and computer use.

Mental Requirements:

- Occasionally: Analyzing, judgment.
- Frequently:
- Constantly: Problem solving, decision making, reasoning.

EEO Statement

Global Medical Response and its family of companies are an Equal Opportunity Employer including Veterans and Disabled.