



**Job Title:** MEDCOM Coordinator  
**Department:** MEDCOM  
**Reports To:** Division Director, MEDCOM  
**FLSA Status:** Non-Exempt/ Full Time  
**Salary Range:** \$32,000 – \$50,000  
**Prepared By:** Division Director, Administration/HR  
**Approved By:** Chief of Staff  
**Last Modified:** 2017-4-12

### **Job Summary**

The MEDCOM Coordinator functions under the supervision of the MEDCOM Watch Commander, providing clinical communication support and facilitates the Regional Trauma Transfer plan through the MEDCOM process, gathers real-time medical intelligence on key components of the emergency healthcare system and ensures distribution of a common operating picture to STRAC leadership and key partners. The MEDCOM Coordinator serves as the entry point in to the MEDCOM process for hospitals throughout the region and across the state, as well as serving as the point of contact for the STRAC Regional Rescue Team and the Emergency Medical Task Force programs. Coordinates emergency healthcare resources through various STRAC programs and initiatives. Relays vital information from several relevant sources to customers, leadership and key partners. Works effectively as a member of a team.

### **Job Qualifications**

- **Education:** High School Graduate or Equivalent.
- **Experience:** Two to Three years of experience in public safety or medical dispatching in the civilian or military sector, healthcare, public health or administrative position.
- **Preferred:** Certification as an Emergency Medical Technician or Paramedic  
Completion of ICS 100, ICS 200, ICS 300, ICS 400, ICS 700 and ICS 800

### **Competencies**

- **Problem Solving** - Identifies and resolves problems time efficiently; Gathers and analyzes information; Develops solutions; Uses reason.
- **Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions.
- **Multi-Tasking** – Able to accomplish more than one task simultaneously. Able to prioritize several concurrent issues and follow through until completion.

- Calm Under Pressure – Provides medical communication coordination and support during chaotic incidents or disasters. Gathers necessary information quickly and relays to team members for action and resolution.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently and effectively; Plans for additional resources; Sets goals and objectives.
- Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments; Maintains professional relationships with member agencies.
- Quality - Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

### Competencies

- Ability to take initiative and problem solve
- Excellent verbal and written communication skills
- Excellent phone skills
- Working Knowledge of Radio Communications and Dispatch Systems
- Excellent organizational and prioritizing skills
- Ability to present oneself as well as the company in a professional manner
- Proficient in the use of a computer and corresponding programs, internet literate
- Attention to detail
- Interpersonal skills and customer service skills required
- Extensive Knowledge of MS Word, Excel, PowerPoint, MS Outlook.

### Code of Conduct:

Employee follows the STRAC Code of Conduct, which are rules to guide us in our work to assure the highest standards of business ethics and compliance as follows:

1. **Legal Compliance:** comply with federal/state laws
2. **Business Ethics:** accurately & honestly represent the Organization and not defraud anyone of money, property or service.
3. **Confidentiality:** protect confidential information
4. **Conflict of Interest:** do not use position to profit personally
5. **Business Relationships:** business transactions are free from offers or solicitation of gifts/favors
6. **Protection of Assets:** preserve assets by using resources prudently and effectively
7. **Patient Rights:** respect and support patient rights to privacy & treatment