

**POSTING EB 17:281(e)**

**Upcoming Career Opportunities for Emergency Medical Call Taker (EMCT) Trainees in the following Dispatch Operations Centre:**

Vancouver Dispatch • Operations Centre; 2955 Virtual Way

Are you a career oriented individual who thrives in a fast paced, challenging work environment, do you want to be an integral part of helping our community? If this interests you, then this may be the career for you!

As an Emergency Medical Call Taker in a Communications Centre, you are the first point of contact to the public who are calling 911 for an Ambulance due to an emergency medical situation. As an Emergency Medical Call Taker, you are that calming and reassuring voice on the other end of the phone. You are responsible for providing vital information to the caller, Dispatch team, Paramedic crews, and hospitals to ensure help is on the way to the emergency event.

**An ideal Emergency Medical Call Taker will have the ability to:**

- Demonstrate exceptional customer service skills
- Remain calm and focused in stressful, high pressure situations
- Demonstrate proficiency in computer skills (fast typing with high accuracy rate) Approach problems and decisions methodically and be able to follow scripted messaging
- Adapt quickly in a dynamic environment
- Prioritize multiple competing tasks
- Readily assume a leadership role
- Effectively communicate and actively build relationships with other team members and the caller
- Actively seek win-win solutions
- Maintain professionalism in cases of healthy conflict and in supporting/managing differences of opinion
- Understand the vast geography of British Columbia
- Work rotational shifts including weekdays, weekends, statutory holidays; as the operation runs 24/7, 365 days a year

**Applicant Qualifications:**

- High school Diploma or equivalent
- Minimum 19 years of age
- 2 Years customer service experience
- Basic First Aid (or higher)
- CPR Level C certificate
- 40 wpm typing/keyboarding
- *Fluent in English, spoken and written*

We invite you to apply at: <http://www.bcehs.ca/careers> where you can register for the first time or enter your Username and Password to re-access your profile on our system.

*The PHSA is committed to employment equity and hires on the basis of merit. We encourage applications from all qualified individuals, including Aboriginal peoples, persons with disabilities and members of visible minorities. Canadians and permanent residents of Canada will be given priority. English is the official language used at PHSA.*

PHSA Internal Talent Acquisition Team

*PHSA Careers: Ensuring that our talent can build their careers...right here!*