



Job Description

Department: 15 Patrol
Position Title: **260-160 Patrol Dispatcher**
Reports to: Ski Patrol Supervisor
Ski Patrol Assistant Director
Ski Patrol Director

Position Summary:

The Patrol Dispatcher is responsible for radio communications coming through Ski Patrol, maintaining logs, ordering medical supplies, maintaining documents, provide medical treatment for walk-in patients, and keeping the Patrol Clinic orderly. The essential functions of this position include:

1. Be an effective employee within the guidelines of department and company policies, procedures and values, in fulfillment of Monarch's mission statement to "provide our guests with a quality, personalized mountain experience."
2. Work in conjunction with other employees and departments as part of the Monarch team.
3. Answer all phone and radio calls coming into the Monarch Ski Patrol Dispatch
4. Coordinate and dispatch Ski Patrol resources to respond to mountain emergencies including injuries, search and rescue, avalanche rescue, and other situations that arise.
5. Coordinate emergency response with other Monarch departments and outside agencies as needed including: CC Sheriff, CCEMS, HRRMC, CCSAR, CDOT, and Flight for Life.
6. Communicate clearly and concisely on the mountain radio system in accordance with Monarch policies and procedures/FCC rules and regulations.
7. Document and provide first aid to sick and injured guests that walk into PHQ.
8. Document daily activities of MSP including lift assignments, patrol accident logs, dispatch activities, snow reporting, avalanche mitigation activities, and mountain sweep.
9. Assist the Ski Patrol Director and Assistant Director with administrative tasks as assigned.
10. Provide medical treatments for walk-in patients.
11. Maintain an adequate supply of medical supplies at PHQ.
12. Maintain an adequate supply of all documentation used by Ski Patrol.
13. Maintain office supply inventory for PHQ.
14. Maintain and clean PHQ daily.
15. Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential function listed in this description satisfactorily, with or without a reasonable accommodation. The requirements listed below are representative of the abilities, education and physical demands required to perform the essential functions of this position.

Requirements Related to Knowledge, Skills & Abilities:

1. Must have strong written and verbal communication skills in the English language.
2. Must be able to perform clearly and precisely in pressure situations.
3. Must have excellent computer skills including Word, Excel, and Power Point.
4. Must be highly organized and able to work without direct supervision.
5. Must be able to maintain confidentiality of Company and patient information.

Requirements Related to Education, Certifications & Experience:

1. Must possess a current certification in WFR, EMT or OEC.
2. Must possess a current CPR / AED certification.
3. A High School degree or GED is required, a college degree is preferred.

Requirements Related to Working Conditions & Physical Demands:

1. Requires the ability to work any day of the week, Saturday through Friday and holidays, and overtime if necessary, as agreed upon with your superior.
2. Requires working at high elevation (over 10,000'), and with some exposure to adverse weather conditions, such as severe cold, heavy snowfall, strong winds and intense sun.
3. Must be able to lift 90+ pounds (Patients in gurneys at PHQ).
4. Must be able to shovel snow and ice from PHQ entry ways and decks.
5. Position requires bending, twisting, kneeling, and reaching from body.
6. Requires sitting and working at a computer for a moderate amount of time.
7. Requires ability to hear and speak clearly on a radio, phone and in person.
8. Must be at least 21 years of age.