	JOB DESCRIPTION Base Attendant	Policy Number:	
		Original:	12/16/2021
		Last Revised:	12/16/2021
		BOD Approval:	12/16/2021
		Effective:	12/16/2021

Position Title: Base Attendant
Supervised by: Lieutenant
Direct Reports: None
Employment Status: Volunteer
Work Schedule: Various days, various shifts
General Purpose: General customer service


Essential Duties and Responsibilities

- Report to work at the scheduled time in the appropriate attire, ready for work;
- Clock in at beginning of the shift, clock out at end of shift;
- Answer nonemergency telephone lines;
- Receive and direct incoming calls to appropriate departments and individuals;
- Provide assistance and general information to telephone callers;
- Maintain work area and equipment in clean and working condition;
- Inputs data to standard office and Perinton Ambulance forms, both manual and computerized;
- Maintains required documentation;
- Accept and retrieve packages and direct them to the appropriate person;
- Check in and out loan closet equipment;
- Inspect, clean and organize loan closet equipment;
- Responsible for answering the front door and greeting visitors;
- Assisting vendors, customers and public with basic customer service needs;
- Responsible for ensuring facilities are kept secured;
- Monitoring building access and security cameras;
- Maintain positive working relationships with internal and external customers;
- Report any day-to-day incidents, equipment malfunctions, or supply shortages in writing to the Shift Supervisor prior to the end of shift;
- Perform assigned duties, tasks, and chores for the shift;
- Be familiar with the Perinton Ambulance policies and SOGs;
- Communicate any issues, problems, or conflicts to the Shift Supervisor;
- Attend required meetings and trainings;
- Maintain minimum hour requirements per the SOGs;
- Maintain confidentiality of all patient, staff, and Perinton Ambulance matters, following all HIPAA regulations;
- Obtain and maintain certification in CPR;
- Other duties as assigned.

Minimum Qualifications

Education & Experience

- At least 16 years of age;
- High school graduate, GED, or currently attending high school;
- Valid CPR provider card desired.

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Necessary Knowledge, Skills and Abilities

- Strong oral and written communication skills;
- Ability to work effectively in stressful environments;
- Ability to quickly read and understand information on computer and other digital screens;
- Ability to solve problems;
- Previous customer service experience preferred;
- Computer Skills: Experience with MS Office preferred.

Physical Demands

- Physical Abilities: Must be able to walk up and down stairs; Must be able to retrieve walkers, canes, crutches and other medical devices from storage; Must be able to sit or stand for extended periods of time.
- Fine Motor Skills: Must be able to perform normal office skills for answering phones, recording messages, entering data to computer systems, enabling switches.
- Vision: Must be able to clearly read and understand English words and numbers on digital screens; Must be able to monitor security cameras and multiple computer screens.
- Hearing: Must be able to hear and understand information provided by patients, family or bystanders over the phone; must be able to hear conversations and radio traffic in a busy environment.
- Speech: Must be able to speak and enunciate clearly and at a level audible to others in normal conditions, must be able to speak clearly in stressful situations, must be able to verbally communicate with patients, families and other personnel.

Disclaimer

The Board of Directors, with the recommendation of the Chief, reserves the right to waive any of the minimum qualifications set forth above, and consider any other qualifications or combinations that, in the Chief’s opinion, will serve as an adequate substitute for those minimum qualifications.