

Section 1.1: Communications Officers' Duties

The Communications Department officers' duties are as follows:

Communications Coordinator:

1. Oversee Texas A&M EMS Communications operations.
2. Responsible for dispatch training program.
3. Liaison between Texas A&M EMS Communications Department and other communications departments (i.e. Facilities Services, UPD, CSFD, BFD, Brazos County 911, etc.).
4. Develop, implement, and maintain an effective quality assurance/improvement program for continuous system and patient care improvement.
5. Approve and remove any dispatchers as necessary.
6. Monitor radio traffic in order to evaluate dispatch trainees and general radio traffic.
7. Maintain, upgrade, and manage: telephones, Vesta 911 systems, computer systems, all radios to include console, and dispatch software to include RescueNet.
8. Develop, implement, revise, and maintain communications procedures.
9. Appoint Communications Training Officers.

Communications Coordinator Assistant:

1. Assist in oversight of Texas A&M EMS Communications Operations.
2. Assist in dispatch training program.
3. Assist in quality assurance/improvement program.
4. Assist in maintaining, upgrading, and managing: telephones, Vesta 911 systems, computer systems, all radios to include console, and dispatch software to include RescueNet.
5. Assist in development, implementation, revision, and maintenance of EMS communications protocols in conjunction with the Communications Coordinator.
6. Other duties as assigned by the Communications Coordinator.
7. Will report directly to the Communications Coordinator.