



## Job Description – Base Attendant

**Position Title: .....** Base Attendant  
**Supervised by: .....** On-Duty Supervisor  
**Status: .....** Volunteer

### GENERAL PURPOSE -

- This position provides service to the community by assisting with manning the base.

### GENERAL RESPONSIBILITIES

- Report to shift at the scheduled time in the appropriate uniform.
- Clock in at beginning of shift, clock out at end of shift.
- Perform assigned duties, tasks, chores for your shift.
- Be familiar with the HVA policies and SOG's.
- Report any conflicts, issues, problems, incidents or equipment malfunction to the on-duty supervisor.
- Attend meetings mandated by the Chief.
- Maintain minimum hour requirements per the SOG's.
- Maintain confidentiality of all patient, staff, and Henrietta Ambulance matter, following all HIPAA regulations.
- Other duties as assigned.

### SPECIFIC DUTIES

- Act as the “face” of Henrietta Ambulance by greeting walk-in visitors to the base including the general public, patients, local business partners.
- Answer incoming telephone calls on a 4-line phone system. Route calls to the appropriate individual or forward to voicemail.
- Acknowledge incoming calls for 911 response via EMS radio channel.
- Provide information and answers about Henrietta Ambulance to those who require it by phone or in-person. Refer questions to appropriate parties as needed.
- Utilize the internal ambulance tracking software to keep track of resource status.
- Track and document ambulance status times (on-scene, transporting, at the hospital, etc.) and page said times to the crew members using internal computer software.
- Distribute items to walk-in visitors from our loan closet – walkers, canes, crutches, wheelchairs. Ensure proper sign-out/in documentation for all that borrow.
- Take a blood pressure on any walk-in guest who requests a complimentary check-up. Document readings appropriately.
- Accept and process request for ambulance response by phone by obtaining basic information. Advise caller to call 911. Pass along request to on-duty supervisor or nearby crew(s).
- In the event of an EMS call by walk-in at the base, acknowledge the patient, and make appropriate notifications by phone, requesting an ambulance dispatch.



## Job Description – Base Attendant

- Monitor closed circuit cameras within the base for any suspicious activity. Report any issues to an on-duty supervisor or local police in their absence.
- The Base Attendant must be comfortable with occasionally being alone at the base, with the potential for multiple activities happening at one time (e.g. phone ringing, walk-in visitor and a 911 call happening at the same time).
- Ability to multi-task without becoming flustered or overwhelmed.

### MINIMUM QUALIFICATIONS

#### Education and Experience:

- 18 years of age
- Valid CPR card (may acquire within 3 months of joining)
- Prior experience with customer service preferred but not required

#### Necessary Knowledge, Skills, and Abilities:

- Strong communication skills – written, in-person, telephone
- Computer Skills: E-mail, Basic computer functions, Typing
- Telephone – ability to use basic phone functions including forwarding to voicemail
- Ability to take a blood pressure (agency will provide training)

#### Physical Demands

- Minimal lifting, no more than a typical office environment
- Ability to adequately perform CPR/chest compressions in the unlikely event a patient requires it at the base

The Chief on recommendation of the Deputy Chiefs or Assistant Chiefs reserves the right to waive any of the minimum qualifications set forth above and to consider any other qualifications or combinations that, in the Chief's opinion, will serve as an adequate substitute for those minimum qualifications.