



## Co-ordinator

Your main duties will include:

- Investigate medical information provided by patients or hospitals and assess the mobility of patients to book the correct mode of transport.
- Handle queries from hospital staff and patients and provide information where necessary
- Provide assistance or backup to staff at the manager's discretion
- Assist the designated controller/controllers in carrying out his/her designated tasks.
- You will make the necessary call backs informing clients of vehicles that are delayed beyond the given delay times, POD requests
- Accurately log crews on and off.
- Take bookings from the customer and input these directly onto the Cleric booking system (or manually from time to time as required) in a prompt and efficient manner paying particular attention to the accuracy of the information recorded.
- You should at all times be aware of and comply with special requirements of particular clients (e.g. authorised users, passwords) these instructions will be on the Cleric system.
- It is your responsibility to advise the customer services department of any service failures.
- You must be able to think quickly to resolve problems and be able to work calmly in a highly stressful environment
- You should be assertive and able to deal with PTS drivers and ambulance crews over the telephone
- You should be able to communicate/negotiate with customers at all levels from transport lounge to doctors/consultants
- Display professional conduct at all times

And such other duties and tasks as are allocated to you at the discretion of the Company that are within your capabilities and within the scope of your post.