

Job Description

Dispatch



UNIVERSITY HOSPITALS
TRUST

Job Title	Dispatch
Department	Guest Services
Reports To	Guest Services Operations Manager
Location	OKC ☒ Tulsa ☐ Other: _____
Type of Position	Full-Time ☒ Part-Time ☐ Intern ☐
Compensation	Salary ☐ Hourly ☒ Range: _____
Required Education	High School / GED ☒ Associate's ☐ Bachelor's ☐ Master's ☐
Experience	Bilingual English and Spanish required Minimum two years customer service experience required
Essential Employee This position supports critical facility functions and may require on-site presence during emergencies, inclement weather, or other operational disruptions.	
Patient Contact This position will have direct patient contact. Potential for exposure to various healthcare-related illnesses normally associated with a hospital environment.	
Working Environment Office-based position. While performing the duties of this job, the colleague is frequently required to sit, stand, walk, talk, or hear; uses hands to handle or touch objects or controls. The colleague must occasionally lift, push, or pull up to 25 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.	

POSITION SUMMARY

Under the supervision of the University Hospitals Trust (UHT), the Dispatch position serves as the central communication hub for 1CALL Facility Services, ensuring service requests, tenant inquiries, and operational communications are received, coordinated, and resolved efficiently. This role supports seamless facility operations by managing work orders, facilitating communication between departments, vendors, tenants, and staff, and serving as the primary point of contact during urgent and emergent situations. Through effective coordination, operational awareness, and a calm, professional approach under pressure, Dispatch helps maintain service continuity, timely response efforts, and a positive customer experience.

EXAMPLES OF WORK PERFORMED

Primary duties include, but are not limited to:

- Greet guests of the facility with a smile – quickly and efficiently
- Answer telephone, screen and direct calls, and relay messages appropriately
- Provide information to callers and guests of the facility via phone, email, Facility Notification System and in person with excellent customer service
- Submit work orders and dispatch to correct department - following specific Standard Operating Procedures
- Proactive with facility work orders submitted to help avoid long term problems
- General administrative and clerical support
- Prepare letters and documents as requested
- Maintain required logs - both manually and/or electronically

- Monitor various computer-based systems as requested
- Coordinates non-maintenance requests, such as receiving call out communication for various service lines and parking access for UHT lots/garages.
- Assist with vendor access, including but not limited to issuing contractor badges/vests and submitting vendor access work orders on behalf of UHT sponsors.
- Other duties as assigned

KNOWLEDGE AND SKILLS

Required

- Knowledge and skill in the use of basic office software system (i.e. Word, Excel, Outlook, Power Point)
- Must be able to remain calm and professional in urgent/emergent situations
- Strong ability to make quick decisions in urgent/emergent situations
- Strong multi-tasking abilities
- Skilled in effective communication (verbal and written) with staff, colleagues, associates and professional level guests of the facilities
- Skilled in basic de-escalation techniques
- Professional personal presentation
- Highly skilled in customer service
- Organized with attention to detail
- Proactive
- Reliable
- Strong work ethic
- High stress tolerance
- Flexibility to work a potential rotating schedule, including weekends and holidays

REGULATORY & COMPLIANCE

This position is subject to compliance with Joint Commission (TJC), CMS, OSHA, and applicable state and federal regulations. The colleague in this role is expected to maintain current competency documentation as required by UHT policy.