

Assistant Chief of EMS - Operations (AC 9-1)
Pulaski County Public Safety Department

Department: Public Safety

Supervision Exercised: Supervises Field Captains, Lieutenants, Field staff, and manages agency operations.

Supervision Received: Reports to Chief of EMS (Chief 9). Work is performed with minimal instruction and supervision.

Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Exempt, Full-Time.

Age Requirement: Individual must be at least 18 years of age.

REQUIRED TESTING/SCREENING, LICENSES, AND CERTIFICATIONS: Drug & Alcohol Testing, Background Screening, Fingerprinting, Current Driver's License, & Driving Record Required.

Essential Employee: Yes, see Pulaski County Personnel Policy.

Work Hours: Primarily weekdays, but occasionally includes nights, weekends, holidays, and Special Events.

Benefits Eligible: Yes

Leave Time Eligible: Yes

Residency Requirement: Must reside within Pulaski County, or establish residency within one year. A waiver may be considered by the County Administrator for candidates living within a 30-minute commute of Pulaski County.

ESSENTIAL FUNCTIONS: Supervise and manage all aspects of operations of the EMS system. Ensure system readiness by overseeing staffing, resources, compliance, and overall system operations. Manage personnel, ensure adequate coverage, and maintain readiness of vehicles and equipment. Serves as purchasing agent for all supplies, including the agency Pharmacy.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

RESPONSIBILITIES: The Assistant Chief of EMS-Operations is responsible for coordinating all of the factors necessary to ensure the agency is capable of meeting the emergency medical needs of the community. These responsibilities include:

- Coordinating EMS response to incidents in accordance with established ICS, MCI guidelines, and agency policy.
- Responsible for planning, organizing, monitoring, and directing emergency medical service operations
- Works with Supervisors to schedule appropriate staffing levels.
- Develops and implements programs and initiatives to continuously enhance agency performance and service delivery.
- Has direct management of all field level employees including evaluations, investigations, and disciplinary procedures
- Performs command functions as designated by policy or the Chief of EMS.
- Lead, guide, and/or assist in the training of Command Staff
- Supervise agency Leadership Team, mentors, and leads EMS personnel
- Plan, manage, organize, and monitor the Fleet Maintenance Coordinator, Standby Coordinator, Supply Coordinator, Uniform Coordinator, Radio Coordinator, Captains, and Lieutenants.
- Ensure adherence to departmental and County policies and processes, timely completion of required paperwork, and proper use of data systems.
- Investigates incidents involving EMS staff, implements disciplinary action as needed.
- Works with the Chief and Station Liaisons to coordinate needed building repairs.
- Promotes teamwork in order to maintain the cleanliness and appearance of buildings, vehicles, and equipment.
- Monitors EMS staff members during operations to verify that established policies are followed.
- Utilizes conflict resolution skills to resolve problems at the staff and Field Supervisor levels whenever possible. Works with administrative staff to resolve problems that can't be resolved at the Field Supervisor level.
- Analyze data that may be used to improve the performance of the system or the working conditions for staff members.
- In the absence of the Chief, acts as a liaison between the public and the organization, and acts as a point of contact for other agencies and the organization.
- Support the mentoring and training process to prepare future leaders for this and other administrative roles.
- Work to reach the organizational goals as established by the Chief of EMS.
- Implement and enforce company policies, procedures, and standards
- Performs other duties as assigned
- Manages the operational budget at the direction of the Chief.
- Manages all purchasing and procurement for the department as directed by the Chief.
- Works with the Pharmacy Manager to maintain compliance and implement new programs and processes for the pharmacy.
- Is responsible for facility, supply, and fleet management.

- Assists Chief with billing and revenue recovery efforts as directed.

ADA REQUIREMENTS: Emergency Medical Services is both a physically and emotionally demanding field. Staff members, who cannot physically or emotionally perform the tasks required, must be relieved from duty, either voluntarily or involuntarily. See VaOEMS TR-14A/TR-14B for minimum function job descriptions. Working conditions include:

- Normal work environment includes work duties out-of-doors in all types of extreme weather and temperature conditions.
- Appropriate protective measures are required for all procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact to blood, body fluids, or tissue, or a potential for spills or splashes of them.
- Hepatitis B Vaccination is strongly recommended.
- Potential exposure to hazardous materials and situations.
- Lifting and positioning of patients is required.
- Must operate and travel in emergency services vehicles under both emergency and non-emergency conditions.

KNOWLEDGE, SKILLS, AND ABILITIES: In addition to the standard field staff member requirements, the Assistant Chief must possess:

- Thorough knowledge of the proper operation of a county wide EMS system and medical protocols
- A strong work ethic and the ability to motivate others
- Experience in drafting EMS Procedures and Policies
- Ability to establish and maintain satisfactory working relationships with other staff members, hospitals, and the general public.
- Possess a positive customer and public service mentality
- Ability to offer support to other team members in an honest, respectful, and professional manner.
- The ability to supervise on duty EMS staff, and be an effective communicator.
- Ability to follow up on projects and complete required paperwork as necessary.
- Experience conducting internal investigations and completing the disciplinary process when needed, according to policy.
- The ability to handle sensitive information correctly and privately.
- Must show evidence of significant experience practicing at the paramedic level.
- The ability to collaborate with other departments, hospitals, localities, county officials, and the public to ensure seamless operations that promote positive relationships.
- Exhibits strong interpersonal and communication skills.
- Exhibits strong understanding of Incident Command.
- Must be dedicated to the development and implementation of the department's vision, objectives, and strategic plan.
- Able to analyze data to improve operations, patient care, safety, and service to the community.
- Must be a positive role model for other staff members.
- Maintains a positive image for the department.

- Constantly educates and advises on departmental policy, rules, regulations, and procedures while demonstrating proper application of such at all times.
- Must be supportive of and foster a good team atmosphere with peers, subordinates, and supervisors.
- Must have the ability to help manage a complex municipal budget.

EDUCATION AND EXPERIENCE:

- Certification as a paramedic by the Virginia Office of EMS
- Hold Certification in ICS 100, 200, 300, 700, 800
- Current or previous experience as a Virginia Education Coordinator is preferred
- Current or previous instructor certifications in EMS courses are required
- Associates Degree in related field, or extensive comparable experience required, Bachelor's degree preferred
- Eight (8) years of supervisory experience is required
- Grant writing experience is preferred
- Proficiency with Microsoft Office Suite, including Excel, Word, and Power Point required
- Demonstrates excellent problem-solving, interpersonal, communication, team leadership, priority setting and work competency skills
- Experience with EMS agency management including: public sector budgeting, fleet management, communication systems, training programs, daily operations, insurance payor programs, risk assessment, procurement, billing, collection practices, strategic planning, and facility management is required
- Extensive experience with personnel management is required
- Completion of a relevant Leadership/Management training program is required

SPECIAL REQUIREMENTS:

- Serve on and leads committees and teams, projects, programs, and tasks as assigned by the Chief of EMS
- Assist Chief in maintaining departmental planning and overall budget
- Actively involved in departmental continuity of operations and succession planning

PROFESSIONALISM AND CONFIDENTIALITY:

- Exhibits excellent work habits and interpersonal skills.
- Maintains privacy and confidentiality of patient and personnel information.
- Understands and consistently implements all County and Departmental policies and procedures.
- Assists the Chief with strategic planning of the overall departmental direction
- Supervises all operational functions of the department

TRAINING AND JOB DEVELOPMENT:

- Developing and setting own personal goals for acquiring new skills and job growth is essential
- Participate in conferences, workshops, webinars, trainings and other opportunities as needed.
- Works with field staff and Supervisors to discuss and resolve problems and provide ideas for improvement and efficiency within the department.

Note: This job description is not intended to be all-inclusive nor is it intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all county policies, procedures and position requirements.

Employee: _____

Date: _____