

## **EMERGENCY MEDICAL SERVICES OPERATIONS MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for serving as an administrator and supervisor for a County-based rapid medical response service and requires exceptional administrative abilities. This position contributes to planning and supervising emergency medical services functions and is expected to assist in the formulation of policies and includes overseeing and scheduling the activities of emergency medical technicians (EMTs) and Paramedics, maintaining employee and Department licenses, certifications and accreditations, maintaining compliance with Regional EMS and NY State DOH requirements, and collaborating with neighboring agencies and departments on the efficient provision of Emergency Medical Services. The EMS Program Manager works under the general direction of the Emergency Medical Services Coordinator. Within the first year of appointment, the EMS Program Manager will be expected to create and stand up the county's EMS Rapid Medical Response program, including, but not limited to program and policy development, equipment purchases, Obtain CON, developing pharmaceutical program, develop staffing model based on available data, prepare timelines and presentations for the Legislature, and hiring of staff. The EMS Program Manager is required to respond to calls and provide emergency medical services to those in need and will be required to safely operate a variety of related emergency services equipment. Knowledge of the operation of a personal computer and associated software is useful. When not driving or working with emergency personnel on the scene, the EMS Program Manager employee will perform routine clerical duties including New York State pre-hospital care reports and daily routine maintenance on the emergency services vehicles and equipment. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides direct supervision to all Emergency Medical Technicians (EMTs) and Paramedics working for the Department's EMS personnel;

Works closely with the Director or Deputy Director of EMS in development of County EMS program, policies procedures and practices and recommending change, as needed;

Develops and implements regular EMS training for all EMS staff, Reviewing budgets of EMS Department;

Responds to complaints or inquiries from the public;

Involved in the application, interview of applicants and recommendation of new staff and conducts the orientation process;

Ensures that EMT and Paramedic certification and all related certifications and/or compliance required of NYS DOH, CNY EMS, or other authorities as well as ongoing training requirements, are met and maintained;

Has responsibility for scheduling of EMS shifts/personnel, posting monthly shift schedules, making changes to schedules as needed, and communicating with employees about shift schedule requests;

Oversees day to day duties, including vehicle shift checks, the maintenance of check sheets, and a schedule of vehicle disinfection;

Assists with ensuring that IT/technical and medical equipment and materials are maintained, operational and up to date;

Oversees routine maintenance of medical equipment on vehicles. Takes responsibility as the agency Narcotics Officer and assures that all relevant records are maintained;

Communicates regularly with Central New York EMS and the NYS DOH, passing along to the department new information, policies, and procedures;

Schedules, creates an agenda, and leads regular EMS staff and internal CQI meetings;

Maintains agency Infection Control records and acts as the Infection Control Officer for the Department as well as for the EMS personnel;

Operates a specially equipped vehicle to respond to medical emergencies and provide basic and advanced life support services following all state and regional protocols and guidelines for such care;

Establishes and maintains a filing system for records and information maintenance and prepares reports as needed;

Has responsibility for keeping records such as department call reports, NYS PCRs, and providing monthly data reports for EMS calls.

Oversees inventory control, billing, and purchasing for the service;

Works with the Emergency Services Coordinator as a liaison between the ambulance service and the public, police, fire, and other EMS agencies;

Enlists active participation and coordination of appropriate professional, technical, voluntary, and governmental personnel. Assists in coordinating promotional and public outreach activities to inform and educate the public and

encourage participation in and utilization of the ambulance service;

Assists with public information and education activities as directed;

Oversees the creation and maintenance of an agency EMS employee handbook;

Provides or participates in emergency medical training for staff and/or members of the community as directed;

Is expected to maintain a physical condition conducive to the safe and effective performance of Paramedic duties;

Uses computer applications such as spreadsheets, word processing, calendar, email, and database software in performing work assignments;

Maintains stations in good condition;

Performs a variety of related activities as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Comprehensive knowledge of Emergency Medical Services administration and practices;

Thorough knowledge of, and skill in treating, a wide variety of emergency medical conditions, using recognized paramedic techniques and procedures;

Thorough knowledge of, and skill in administering CPR;

Thorough knowledge of, and skill in implementing Advanced Cardiac Life Support (ACLS);

Thorough knowledge of, and skill in implementing, Pediatric Advanced Life Support (PALS);

Good knowledge of Emergency Medical Technician practices and procedures;

Good knowledge of medical physiology, medical terminology, the assessment, and management of medical and trauma emergencies;

Working knowledge of the geography of the area;

Working knowledge of background, principles and objectives of federal, state, regional, and local emergency medical services (EMS) programs;

Good powers of observation;

Ability to lead and direct the work of Paramedics, Emergency Medical Technicians, and other Emergency Service Personnel;

Ability to perform Paramedic duties with good judgment and compassion;

Ability to accurately manipulate an alphanumeric computer keyboard and to maintain records and to prepare reports;  
Ability to operate two-way radio equipment and cellular telephone equipment;  
Ability to perform calmly and efficiently in crisis situations;  
Ability to understand and follow oral and written instructions; Ability to understand written laws and apply them to specific situations;  
Ability to operate assigned vehicle in emergency driving conditions;  
Physical strength adequate to lift and move unconscious patients;  
Ability to establish and maintain effective working relationships;  
Ability to plan and direct the work of others;  
Ability to communicate effectively both orally and in writing;  
Ability to maintain records and prepare reports;  
Willingness to work nights, weekends, holidays, and assigned shifts;  
Willingness to assist in training activities for both paid and volunteer personnel;  
Willingness to maintain vehicles, equipment, and quarters in good condition;  
The employee must have the physical and mental ability to perform the essential functions of the job, either with or without reasonable accommodations;  
Dependability; Integrity; Good judgment; Resourcefulness;  
Tact and courtesy are required.

**MINIMUM QUALIFICATIONS:**

- A) Possession of Bachelor's degree AND at least three years of full-time paid (or the equivalent part-time or volunteer) experience as an active certified Paramedic AND two years full-time experience or its part-time equivalent in managing, organizing, or training ambulance personnel; OR
- B) Possession of an Associate's degree AND at least five years of full-time paid (or the equivalent part-time or volunteer) experience as an active certified Paramedic AND two years full-

time experience or its part-time equivalent in managing, organizing, or training ambulance personnel; OR

C) Graduation from high school or possession of a high school equivalency diploma AND at least eight years of full-time paid (or the equivalent part-time or volunteer) experience as an active certified Paramedic AND two years full-time experience or its part-time equivalent in managing, organizing, or training ambulance personnel; OR

D) An equivalent combination of training and experience as defined by the limits of A), B), and C) above.

**SPECIAL REQUIRMENT:**

**Certification as a New York State Paramedic must be maintained throughout employment in this title.**

**PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

**Physical:** The employee must be able to sit for extended periods of time. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. As a result, this position requires considerable visual effort. The employee's ability to hear and communicate (verbal or written) must be adequate to enable them to understand and carry out detailed instructions. The employee must possess the knowledge and ability needed to utilize a variety of equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. The employee must have the physical ability to carry and operate a variety of medical equipment and have the ability to lift patients as necessary. The employee must have the operating knowledge/skill or otherwise demonstrate the ability to meet the requirements of the job.

**Mental:** Mental factors include the ability to multitask and prioritize. The employee will need the aptitude to understand emergency preparedness and medical response. The employee must possess a solid intellect and a good memory. It is necessary for an employee to keep track of details. He or she must have the ability to concentrate and make logical and informed decisions.

This work involves moderate demands of an unpredictable work volume, frequent interruptions, regular changes in work priority, occasional rush order to deadline conflict, and the potential for distressing calls.

**Environmental:** Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. There is some significant travel and networking outside of the office environment. The employee may occasionally work alone. Approximately 50% of the work is performed indoors in a temperature-controlled environment and the other 50% would be in a training environment. Excessive heat, cold, humidity, noise, etc., could be considered moderately disagreeable factors of this job.

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COMPETITIVE  
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