



EMERGENCY MEDICAL SERVICES DEPARTMENT

**EMERGENCY MEDICAL SERVICES DIRECTOR**

**JOB SUMMARY**

This position is responsible for directing the Union County Emergency Medical Services Department operations and providing emergency medical care. Works with the Union County Volunteer Fire Chief to coordinate emergency fire response and maintain State compliance.

**CORE POSITION RESPONSIBILITIES**

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

1. Hires, supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
2. Manages and oversees, either personally or through subordinate supervisors, daily operation of the Emergency Medical Services (EMS) Department including EMS billing and emergency medical operations.
3. Establishes priorities for department activities; delegates assignments to and placement of personnel; ensures proper allocation of personnel and other resources; disseminates information and special orders.
4. Organizes workflow and prepares schedules; reviews payroll; approves timesheets and leave time; oversees department training and quality assurance efforts.
5. Assists with preparation of short-term and long-term range management plans; evaluates and determines proficiency level of the department and personnel; identifies areas requiring improvement; formulates and executes action plan to correct deficiencies.
6. Develops, interprets, and/or implements standard operating and testing procedures, policies, training programs, general orders; establishes and reviews employee and departmental goals and objectives.
7. Instructs and directs subordinates regarding proper procedures and protocol of the department; reviews all work for compliance with standards, policies, and procedures; schedules and coordinates in-service training for personnel.
8. Meets with county officials regarding major policies affecting the administration of the department; recommends the improvements and changes as appropriate.
9. Oversees and reviews EMS billing activities including electronic billing, spreadsheets, and reports; responds to patient billing questions/complaints as patients' last resort; resolves consumer billing issues.
10. Coordinates EMS activities with other county departments, municipal agencies, conducts and participates in multi-agency emergency exercises to evaluate preparedness.
11. Monitors dispatch and radio traffic of all calls to ensure proper response; oversees and ensures optimal deployment and accountability for physical resources.

12. Responds to 911 emergencies and provides Incident Command on-scene as needed for emergency calls involving natural and man-made disasters, rescue, and other critical incidents; coordinates activities with other agencies.
13. Responds to questions, complaints and requests for assistance from the general public, patients, fire, law enforcement, and medical personnel, various agencies employees, officials, supervisors, or other individuals.
14. Serves as liaison between the department and the Board of County Commissioners administrative office.
15. Evaluates facilities needs and equipment demands for the department based on calls for services, equipment, serviceability, inventory forms, and assigned equipment lists.
16. Establishes priorities for anticipated departmental requirements for each fiscal year; prepares and submits annual budget information; recommends budget revisions as appropriate; administers approved budget and monitors operational expenditures for fiscal compliance.
17. Attends official functions as directed, including commissioner and community meetings; makes presentations and public speeches, and prepares a monthly report for commissioners' review.
18. Oversees completion and accuracy of county records including equipment, vehicles, supplies, and other county purchased items; reviews documents processed by subordinates; provides technical assistance as needed.
19. Maintains a comprehensive, current knowledge and awareness of applicable emergency medicine techniques, policies, procedures, codes and laws.
20. Schedules and conducts departmental staff meetings; attends seminars, workshops, and in-service training sessions as appropriate; serves on special panels, boards and/or committees; reads professional literature; maintains professional affiliation.
21. Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when activities are related to investigations within county jurisdiction.
22. Operates a personal computer, printer, calculator, copy facsimile machines, telephone, radio or other equipment necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

#### **ADDITIONAL FUNCTIONS**

1. Reviews and approves community EMS programs or events.
2. Answers the telephone; provides information, guidance and assistance; takes and relays messages and / or directs calls to appropriate personnel; returns calls as necessary.
3. In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.
4. Reports to County Coordinator and Board of County Commissioners.
5. Performs other related duties as required.
6. Coordinates with HR for internal investigation as required in personnel misconduct, complaints, inquiries, and incidents; researches, approves, implements, and documents counseling and/or disciplinary action.
7. Coordinates with the Clerk for responses to public records request
8. Prepares for, attends, and testifies in courtroom hearings and judicial proceedings as required.
9. Coordinates response efforts, trainings, and assists with maintaining State compliance with the Volunteer Fire department

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of emergency medical service operational techniques, procedures, and standards.
- Knowledge of the procedures for, and ability to use, emergency medical equipment and vehicles.
- Knowledge of applicable federal and state requirements.
- Knowledge of public and private insurance procedures.
- Knowledge of standard budgeting procedures.
- Knowledge of modern office procedures, equipment, software, and standards.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the provision of emergency medical care.
- Skill in oral and written communication.
- Skill in interpersonal relations.
- Skills to function in a managerial capacity for an organizational unit; Includes the ability to make decisions on procedural and technical levels.
- Ability to coordinate, manage, and/or correlate data.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information
- Ability to exercise judgement, decisiveness and creativity

## **WORK CONDITIONS AND PHYSICAL ENVIRONMENT**

This position may require serious physical exertion and/ or muscular strain and includes frequently reaching, turning, twisting, pulling, pushing, stepping, squatting, kneeling, and routine periods of sitting and standing for extended lengths of time. The work will require frequent lifting of light and heavy objects, use of tools and equipment requiring a high degree of dexterity, and the ability to distinguish between shades of color.

Work performed is typically in an office setting and at emergency scenes, and involves exposure to extreme heat and cold, rain, noise, strong odors, dust, pollen, infectious or contagious diseases, machinery with moving parts, and possible toxic or caustic conditions on an extending and routine basis. Work requires the use of personal protective equipment (PPE) such as masks, goggles, gloves, etc.

The person filling this position may regularly endure extended periods with little or no sleep.

## **MINIMUM REQUIREMENTS**

- Must have a tenure in Emergency Medical Services with three (3) years of managerial experience in an Advanced Life Support Emergency Medical Service System, EMS operations supervisor, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Must possess and maintain a valid Florida Driver's License
- Must maintain a valid state license as a Paramedic and EVOC (Emergency Vehicle Operation Course) certifications (16 hours).
- Must pass a pre-employment drug screen and FDLE background check.

Union County is an Equal Opportunity and ADA compliant employer and gives Veterans Preference.

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