

# **AMBULANCE DIRECTOR POSITION DESCRIPTION**

**POSITION TITLE:** Ambulance Director

**DEPARTMENT:** City of Elgin, Ambulance Department

**REPORTS TO:** Elgin City Council/Personnel Committee

**EXEMPTION STATUS:** Part Time, Non-Exempt

**SCHEDULE DETAILS:** Monday – Friday 12pm-4pm (may flex hours at the approval of the City Council)

**HOURS/PAY PERIOD:** 40/pay period

**OVERVIEW OF POSITION:** Responsible for the day-to-day operations and administration of the Elgin Ambulance Service. Plans, organizes, coordinates, and evaluates functioning of ambulance services.; conducts training and supervision of staff to ensure delivery of consistent high-quality care. Work with the Medical Director on developing and maintaining written patient care protocols, and policies and procedures. Organizes, coordinates, and evaluates all functions of the ambulance service. Prepares and manages the budget. Prepares and presents regular reports to the Elgin City Council. Responsible for program planning, maintaining staffing, clinical care, and maintenance of vehicles, equipment, and facilities. Performs other duties as assigned by the City Council.

**Typical duties performed includes but is not limited to the following:**

## **1. Administrative**

- Oversees, directs, and maintains the overall operations of the Elgin Ambulance Service
- Works with the City Clerk, and other staff persons to accomplish the goals and objectives set by the Elgin City Council
- Communicates timely, accurate information to the Elgin City Council, City Staff, and Elgin Ambulance members
- Prepares update reports when requested by the Elgin City Council
- Develops and administers the annual Ambulance budget in cooperation with the city
- Monitors expenditures and receipts of the Elgin Ambulance Service
- Financially plans for future equipment needs
- Reviews and approves part time Ambulance member's timecards and Ambulance member incentives; submits to City Clerk for processing
- Purchases equipment, materials, and supplies in accordance with the budget and cost effectiveness; determines long range capital and equipment needs; prepares bid specifications; reviews bids and purchases equipment
- Ensures all run reports are inputted into the appropriate databases
- Attends monthly Elgin City Council meetings, Elgin Ambulance meetings, Budget meetings and any other required meetings
- Prepares a bi-weekly report for the personnel committee.

## **2. Operations**

- Develops and oversees the formation of the Elgin Ambulance Service's policies, goals, and objectives
- Ensures safety and efficiency in the workplace; submits policies to the City of Elgin and/or State of Minnesota for approval
- Establishes policies and procedures to ensure the highest level of care is being rendered
- Monitor crew functions during emergency calls when appropriate
- Operates emergency vehicle and ensures it is maintained and repaired
- Maintains readiness of department vehicle and its contents and equipment
- Ordering of supplies when needed
- Works with Education Lead to advertise and recruit for EMR/EMT classes
- Cleans and maintains the ambulance building and grounds when appropriate
- Answers the telephone; provides information, guidance, and assistance; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary
- Substitutes for other staff during temporary absences
- Handle mail, incoming phone calls/voicemails and electronic email
- In the event of a declared state of emergency, may be called to work during days or hours other than those for which they are regularly scheduled
- Performs other related duties as required
- Coordinates the PEM EMT Course

## **3. Staffing/Supervision**

- Maintains appropriate staffing levels
- Ensure all members of the Elgin Ambulance Service new hire paperwork is completed
- Encourage input from all members of the Elgin Ambulance Service
- Works with all members, providing leadership, support, and assistance
- Coordinates training for new members; conducts or assists with the training as necessary
- Address personnel issues in a timely and professional manner
- Work with Training Coordinator to ensure all necessary training is completed
- Ensures all paperwork is completed accurately and in a timely manner
- Promotes proper training and supervision
- Prepares schedules

## **4. Accounts Payable**

- Compiles billing information and submits information to the billing company
- Sends all current and updated billing information to Elgin City Hall
- Pulls each run report and credits each account; submits updated billing information to the billing company
- Is available to the community and billing company for billing questions

## **5. Compliance**

- Submits necessary paperwork to state of Minnesota including but not limited to longevity paperwork, Ambulance license paperwork and Medical Director paperwork
- Keeps members' files up to date
- Ensures service is compliant with all state of Minnesota requirements

#### **6. Required Knowledge/skills/abilities**

- Needs a thorough working knowledge of the ambulance service and state regulations
- Ability to take the initiative, develop ideas, and problem solve
- Positive leadership
- Ability to maintain effective working relationships with a wide variety of persons
- Ability to plan and analyze department operations, develop alternatives, and determine costs
- Ability to prepare and administer an annual budget
- Ability to supervise staff and ensure safety in the workplace
- Ability to work and communicate effectively
- Customer service knowledge and the ability to handle consumer complaints and concerns promptly

#### **7. Minimum Qualifications**

- Current MN and NREMT EMT Certification
- 4+ years of active experience working as an EMT
- 2-4 years of supervisor/management experience preferred in EMS, including experience with employee relations, conflict resolution and critical thinking
- Valid MN Class D driver's license or equivalent
- NIMS Certifications in 100, 200, 700 and 800

#### **8. Preferred Qualifications**

- Preferred AHA CPR Instructor, DOT BLS Instructor
- Prior experience working with rural ambulance services operations is a plus
- Preferred Bachelor's degree in Emergency Management Services, Business Management/Administration, medical studies, or related fields
- Is required to attain and maintain any other certification as related to the position or for specialized areas of assignment.
- Ability to lift greater than 50 lbs.

#### **9. Physical Demands**

- The work is performed while intermittently sitting, standing, walking, bending, crouching, kneeling, climbing and descending stairs, balancing, stooping, and reaching.
- The work is often performed while carrying special equipment and a high degree of dexterity is necessary.
- Special vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and this ability to adjust focus.