



DAWSON COUNTY GOVERNMENT  
25 Justice Way, Suite 2233  
Dawsonville, GA 30534  
(706) 344-3501

## **DIVISION CHIEF OF EMS/ ADMINISTRATION**

DAWSON COUNTY EMERGENCY SERVICES

Full-Time/Salary/Exempt

### **JOB SUMMARY**

This position manages, coordinates and monitors administrative functions for the department as well as work involving Emergency Medical Services. The Division Chief of EMS/Administration formulates policies, programs and procedures for EMS Operations; manages all EMS licensing, oversees the SOEMS learning management system, performs CQI of patient care reports, equipment supplies, storage, and billing and serves as liaison for the department's Medical Director, ePCR company and counties EMS billing company. This employee displays knowledge of the operation of various types of apparatus, tools, equipment and software used within the department. The employee must attend training and maintain the necessary hours to satisfy the department and state training requirements in Fire, EMA, and EMS, shall be responsible for keeping physically fit, and shall perform other related duties.

### **ESSENTIAL DUTIES**

- Plans, organizes, directs, and supervises the work of department personnel.
- Responds to, supervises emergency response for EMS service calls, and provides emergency medical care as needed.
- Responds to, supervises emergency response for fire service calls as needed. In addition, may be used for fire suppression activities as needed.
- Conducts personnel administration activities within the department, including recruiting, interviewing, hiring, and evaluating performance.
- Develops and implements policies governing emergency management, patient care, employee activities and conduct; coordinates efforts with personnel as necessary.
- Provides direction and oversight of the medical controlled substance inventory. Ensures the controlled substance program complies with federal regulatory requirements. Directly oversees the licensing process for the Drug Enforcement Agency (DEA), Clinical Laboratory Improvement Amendments (CLIA) and Georgia State Board of Pharmacy.
- Manages all EMS equipment, supplies, medical controlled substances and storage. Works in conjunction with and is directly responsible for the Quartermaster, oversees vendors for EMS equipment and supplies. Develops plans for major EMS equipment purchases. Manages inventory and/or accountability of EMS equipment and supplies.
- Reviews all paperwork involved in maintaining emergency response records for accuracy and completeness; prepares various reports as requested and assures mandated reporting requirements are met.

- Performs general office work, including but not limited to attending and conducting meetings, reviewing mail and literature, preparing reports and correspondence, entering computer data, copying and filing documents, answering the telephone, etc.
- Ensures accuracy of financial management by maintaining time records and payroll information by collecting, calculating, and entering data for payroll submission and issuing and distributing of paychecks.
- Manages the billing process of EMS transports. Reviews necessary paperwork as required, including monthly reports, invoices for patient billing, and ledger analysis reports. Responds to citizen's questions regarding billing and/or EMS related injuries.
- Receives and investigates EMS complaints/grievances from department personnel, patients and/or their families, and government officials.
- Develops the department-operating budget specific to Emergency Medical Services and Emergency Management, submits bids and approves purchases, and maintains records of expenditures and revenue.
- Works with department members and Purchasing Department on procurement and vendor selections for services and goods.
- Presents demonstration and gives speeches regarding department services to local school and civic groups and safety classes.
- Works with the Training Division in the planning and development of Advanced (ALS) and Basic (BLS) Life Support level EMS training for all fire department staff. Monitors EMS training and educational topics. Coordinates with Training Officer for outside special educational opportunities to be presented to staff. Develops a preceptor program for mentoring new paramedics.
- Assist the Training Division teaching fire service-related topics. This includes but is not limited to live fire training activities.
- Oversees the departments CQI (continuous quality improvement) program to ensure compliance with established medical guidelines and procedures relating to patient care.
- Serves as the contact person for the department's Medical Director. Works with the Medical Director on political and operational issues that affect the department. Facilitates the relationship between the Training Division and the Medical Director.
- Coordinates with Training Officer to provide training on any new protocol and/or procedure that is implemented by the Medical Director and to provide for communication between Medical Director and Emergency Services staff.
- Writes ambulance unit specifications, establishes a bidder list and directs the bid process. Works with the selected bidder to assure delivery of the specified ambulance unit with the financial parameters established.
- Conducts ride-alongs and field surveys to evaluate operations and recommends changes.
- Participates in professional development activities and meetings as needed; represent the department at local, state and regional meetings.
- Assists in brokering social service resources as necessary when EMS does not offer long-term solutions to customer need. Works with social service agency representatives to determine the best course of action for reduced EMS dependency. Develops relationship with Dawson County Sheriff's Office for district response to special issues with citizens.

- Monitors the national Fire/EMS media to determine industry trends, new technologies and emerging issues. Researches market conditions in local, regional and national areas to determine trends. Monitors the metro EMS market and analyzes how our system compares with the standard.
- Reviews and analyzes reports, such as revenue and performance records, to secure information for recommended changes. Reviews cost statements to locate excessive expenses and develops plans, policies and budgets.
- Ensures compliance with federal, state and local safety and health requirements.
- Participates in regional EMS functions such as region 2 EMS council as a member in good standing.
- Provides coverage as 24-hour on-call Duty Chief as requested.
- Provide coverage for the assigned shift Battalion Chief in the event of staffing shortages, or Medical/Fire apparatus as needed.
- Performs other related duties as assigned.

## CONTACTS

- Contacts are typically co-workers, patients, physicians, health care workers, other emergency personnel, government officials, state officials, representatives of other public safety and service and support agencies, vendors, and the public.
- Contacts are typically to exchange information and provide services.

## KNOWLEDGE / SKILLS / ABILITY

### KNOWLEDGE OF:

- EMS and EMA system, including emergency dispatch/communication procedures and the National Incident Management System.
- Works with various stakeholders during times of natural disasters to ensure an adequate response and assist in the guidance of the recovery phase.
- Ensures accuracy and operational readiness of existing Flood Hazard Mitigation plans, Local Emergency Operations Plans and Debris Management plans.
- Basic emergency medical life-sustaining techniques, including cardiac care, trauma and shock care, ventilation, and other CPR techniques.
- National, state, county, and department policies and procedures.
- County employment rules, EMS and EMA training, including the rules and regulations, and applicable federal, state and local statutes applicable to Emergency Management, Emergency Medical Services, and Fire Services.
- Insurances, Medicare, and Medicaid laws and related forms.
- Proper format on many specialized forms.
- Radio codes used in public safety work.

**SKILL IN:**

- Personnel administration and in supervising and training others.
- Interpreting and applying rules and regulations of various regulatory agencies.
- Basic math, algebra, and accounting procedures.
- Operation of radio/communication equipment.
- The use of emergency medical equipment and vehicles.
- The use of standard office equipment.
- Public speaking and interpersonal relations.
- Oral and written communication.

**ABILITY TO:**

- Effectively solve problems.
- To lead workers effectively, maintain discipline, accept lines of authority, promote harmony and cooperate with other officers and workers.
- To apply Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- To apply Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable

**ADA MINIMUM REQUIREMENTS**

**Scope of Performance:** The purpose of this position is to provide state-of-the-art emergency medical services to the county. Successful performance helps ensure the provision of emergency medical services to county residents.

**Physical Ability:** Principal duties of this class are administrative and require expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly; have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading; including color, depth perception, and field vision. Occasionally, duties may be performed in a work environment in which the employee is subject to potential personal danger and require the following essential physical abilities: Must be physically able to climb ladders and operate a variety of machines, tools and equipment which includes computer, motor vehicles, generator, fire pump, fire hydrant, axe, shovel, hydraulic tools, power tools, hand tools, medical equipment, etc. This position requires: standing, bending, stooping, pushing, pulling, lifting, fingering, grasping, feeling, seeing, talking, hearing, repetitive motions, climbing steps and walking extended distances (+ or – 1mile). Tasks require the ability to exert strenuous physical effort in work; must be able to use body members to work, move or carry objects or materials; must be able to exert 50 – 200+ pounds of force.

**Environmental Factors:** Essential functions are regularly performed in an office and outdoors, with possible exposure to adverse environmental conditions including inclement weather. Duties may involve exposure to substances (chemicals and gases) requiring special precautions including protective clothing and operating in difficult terrain, confined spaces, and exertion for climbing steps or walking extended distances. The work environment routinely involves imminent danger from conditions or events which cannot be fully anticipated or protected against, and which exposes the incumbent to life threatening situations.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

The employee must maintain oversight of emergency and non-emergency operational functions; managing EMS licensing and regulations, and ensuring that department policies and procedures are followed. The employee works under the general and technical supervision of the Fire Chief. The work is reviewed through conferences, reports, and observation of overall department operations.

## **MINIMUM QUALIFICATIONS / CERTIFICATIONS**

- Bachelor's degree in Fire Science, Fire Administration, Public Administration, Business or a public safety related field along with extensive experience in emergency management, including at least three to five years of related experience and supervisory experience; or an equivalent combination of education, experience, special qualifications and training which provides the required knowledge, skills and abilities necessary for the job.
- NPQ Firefighter I & II
- NPQ Fire Instructor I & II
- NPQ Hazardous Materials Operations
- NPQ Evaluator
- NIMS 100 thru 400
- NREMT(State) Paramedic Certification.
- Certified Basic Emergency Manager (Within two years)
- EMS Instructor
- NPQ Fire Officer IV (Within one year)
- Applicant must possess a valid Georgia Driver's License and a satisfactory Motor Vehicle Record (MVR).
- Applicant must pass a background check and drug screening.
- Candidate must be willing to relocate and live inside Dawson County or within 10 miles.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read the above job description and understand the requirements.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_