

Catawba County Emergency Medical Services

EMS Manager

General Statement of Duties

Performs administrative work in planning, organizing, and directing the county's Emergency Medical Service program.

Distinguishing Features of the Position

An employee in this class is responsible for planning, organizing and directing the operation of the county's Emergency Medical Service. Work includes the preparation and implementation of the annual budget, development and implementation of long range goals and outcomes, approval of new equipment and vehicles, investigation of citizens' complaints and supervision of staff. Considerable independent judgment and initiative are required in planning and directing all activities, policies and procedures of a complex Emergency Medical Service. Considerable tact and courtesy are required in dealing with local, state and federal officials, hospital and medical staff, and the public. Duties are performed under the general direction of the Emergency Services Director through conferences and reports and the overall effectiveness of the Emergency Medical Service.

Illustrative Examples of the Work

1. Plans, organizes, and directs comprehensive Emergency Medical Service programs with local medical authorities, fire and law enforcement agencies.
2. Supervises and directs Emergency Medical Service personnel.
3. Serves on local, state, and regional advisory councils for Emergency Medical Services.
4. Prepares special reports, studies, annual division budgets, and short and long range plans.
5. Investigates citizen complaints about treatment received from departmental personnel.
6. Responds to emergency medical calls as supervisor, performs necessary rescue work and administers emergency medical care.
7. Approves and schedules leave time for direct reports.
8. Reviews and submits time sheets for direct reports.
9. Conducts annual performance reviews for direct reports.
10. Performs related work as assigned.

Knowledge, Skills, and Abilities

1. Thorough knowledge of advanced emergency medical care practices, procedures and techniques.
2. Thorough knowledge of the laws, regulations, and policies governing Emergency Medical Services in the State of North Carolina.
3. Thorough knowledge of current emergency medical service needs of the county.
4. Thorough knowledge of and ability to maintain the budget of Catawba County Emergency Medical Services.
5. Thorough knowledge of the geography and layout of the county including the location of roads and streets within the county.
6. Thorough knowledge of equipment and supplies used in emergency medical service.
7. Considerable knowledge of automotive and radio communication equipment.

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8. Ability to supervise and coordinate emergency vehicles, equipment and personnel in emergency situations, as well as non-emergency situations.
9. Ability to plan, organize, and direct operations and supervise personnel of a large division.
10. Ability to prepare and maintain accurate records and reports.
11. Ability to respond quickly and calmly to emergency situations.

12. Ability to establish and maintain effective working relationships with local, state, and federal officials, employees and the general public.
13. Ability to communicate effectively both orally and in writing.
14. Ability to perform duties and responsibilities of an EMT-Paramedic.

Desirable Training and Experience

1. The employee must have graduated from a four year college or university, have three (3) years of experience in emergency medical care, and one (1) year of experience in administrative or supervisory work. OR The employee must have an Associates' Degree supplemented by courses in emergency medical care, five (5) years of experience in emergency medical care and one (1) year of experience in administrative or supervisory work. OR The employee must have an equivalent combination of education and experience.
2. The employee must maintain certification as an Emergency Medical Technician – Paramedic in the State of North Carolina.
3. The employee must successfully complete an AHA ACLS and PALS course.
4. The employee must possess a valid NC driver's license.
5. Successful completion of an ITLS course is preferred.