



Job Description

Job Title:	Director/Business Administrator
Classification:	Full Time, Benefit Eligible
Department:	EMS Consulting Services - Field Operations
Supervisor:	Chuck McSweeney
FLSA Status:	Non-Exempt
Prepared By:	Chuck McSweeney
Prepared Date:	August 1, 2021
Approved By:	Chuck McSweeney
Approved Date:	October 6, 2021

Summary

This position will serve as senior level management to work with our customers to oversee, supervise, manage while directing administrative and operational activities for our clients in emergency medical services. The position shall have strong communication skills to guide staff operations, business development, planning and strong budgeting background. Along with the EMSCS staff, ensures emergency medical services are following professional standards, state, and federal regulatory requirements.

Essential Supervisor Duties and Responsibilities include the following:

- Develops, implements, and monitors a master plan for delivery of emergency medical services based on established goals and objectives that assure provision of competent prehospital patient care.
- Under the supervision of, and with the approval of the EMS Medical Director, establishes, implements, monitors, and revises the use of system-wide protocols, policies, and procedures for all patient care activities from dispatch through triage, treatment, transport and/or non-transport.
- Assist with the supervision of EMS department by determining personnel policies, practices and procedures related to staff recruitment, training, and motivation; training documentation; patient care; records administration; performance appraisal; job descriptions; scheduling; disciplinary actions; hiring and termination of volunteer and paid EMS staff; staff licensing and certification.
- Acts as an advocate and proponent of the EMS system.

Job Title: Director/Business Administrator
Department: EMS Consulting Services - Field Operations
Supervisor: Chuck McSweeney

- Develops, implements, and oversees operating, revenue and capital budgets for the EMS service by forecasting, submitting relevant data and monitoring revenues and expenditures.
- Manages EMS department resources, i.e., medical supplies, treatment and diagnostic equipment, communications equipment, uniforms, vehicles, buildings, training equipment, physical plants, and offices, in accordance with standards consistent with delivery of competent patient care and maintenance of a positive public image.
- Maintains and implements a set of Standard Operating Procedures (SOPs) for the EMS department that is consistent with national, state, and local standards.
- Serves as the EMS department representative and liaison by coordinating with other County and/or local and regional emergency response agencies in emergency situations and such other incidents as may arise. Maintains a functional Incident Command structure consistent with standard FEMA requirements.
- Manages the EMS department's payables, accounts receivable and ambulance run billing systems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Job Knowledge
 - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Continuous Learning
 - Strives to continuously build knowledge and skills, shares expertise with others.
- Use of Technology
 - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems.
- Problem Solving
 - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer Service

Job Title: Director/Business Administrator
Department: EMS Consulting Services - Field Operations
Supervisor: Chuck McSweeney

- Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.
- Communications
 - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation
 - Establishes and maintains effective relations; exhibits tact and consideration; helps and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Oral Communication
 - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Teamwork
 - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication
 - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- Leadership
 - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Managing People
 - Takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; continually works to improve supervisory skills.
- Conflict Resolution
 - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Organizational Support

Job Title: Director/Business Administrator
Department: EMS Consulting Services - Field Operations
Supervisor: Chuck McSweeney

- Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.
- Personal Appearance
 - Dresses appropriately for position; keeps self well groomed.
- Attendance/Punctuality
 - Ensures work responsibilities are covered when absent.
- Dependability
 - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments.
- Judgement
 - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Safety and Security
 - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications

Must have a minimum of 5 years' experience in an EMS management role, such as EMS Chief, Administrator, or Director, and must have extensive background in pre-hospital 911 EMS. Must have excellent skills and a thorough knowledge of all aspects of EMS systems and emergency medical care as well as demonstrated leadership and teaching ability.

Education and/or Experience

Bachelor's degree in Emergency Services Management, Public Health, Health Administration, or related field is required; Advanced degree is preferred.

Language Skills

Ability to read, analyze, and interpret technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Job Title: Director/Business Administrator
Department: EMS Consulting Services - Field Operations
Supervisor: Chuck McSweeney

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Ability to electronic patient charting software. Ability and knowledge of word processing and excel.

Certificates, Licenses, Registrations

Certified as an Emergency Medical Technician Basic or Paramedic by the Commissioner of Health of the State of New Jersey. Current certification in Cardiopulmonary Resuscitation (CPR) to the professional rescuer level. Must complete yearly PPD, Fit Test, Corporate Compliance, HIPAA and Safety Day training by the date set forth by the department. Must have completed or be eligible to complete applicable NIMS/ ICS Training as mandated by State and Federal guidelines for EMS Managers. Must have valid NJ driver s license in good standing.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.