



## **EMERGENCY MEDICAL SERVICES COORDINATOR**

### General Statement of Duties

Performs intermediate professional and administrative work coordinating the County's emergency medical services program.

### Distinguishing Features of the Class

An employee in this class plans, organizes and directs the activities of the emergency medical services. Work involves budget preparation and program administration, staffing, training, and performance review for the Department. Work involves insuring that the Department establishes and follows appropriate medical protocols, quality control, responsibility for equipment and securing medications on apparatus and equipment, and response in major emergency conditions. Work requires a broad scope of public contacts, a variety of technical and detailed knowledge, and considerable independent initiative and judgment. Work also requires on-call and call-back response. Work is performed under the general supervision of the Emergency Services Director and is evaluated through periodic conferences, results of work, reports and public feedback.

### Duties and Responsibilities

#### Essential Duties and Tasks

- Plans, develops and implements county-wide emergency medical services plans for multiple responses to natural or man-made disasters.
- Assists in the recruitment, retention and selection of departmental personnel; assigns, directs, and inspects the work of assigned personnel; recommends rewards, suspensions, and terminations; coaches, counsels, and evaluates staff performance; assists with developing staff schedules.
- Advises County Manager, Emergency Services Director and County Commissioners on related EMS issues.
- Attends seminars, conferences, workshops, etc. and reviews professional literature as appropriate to enhance and maintain knowledge of trends and developments in fields of emergency services response and management.
- Assists the Emergency Services Director with emergency management programs and activities; coordinates first responder program; plans and develops materials to enhance recruitment and retention of EMS personnel.
- Participates in emergency management and disaster response planning, training and response/recovery efforts.

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- Develops and recommends departmental budget; oversees purchasing of equipment, materials, and supplies; insures proper maintenance of equipment, apparatus and facilities; insures proper stocking of supplies, medications and equipment.
- Responds to complaints, questions and requests for information regarding services.
- Coordinates and provides liaison services between the Emergency Services Department, other County EMS units, telecommunications, the hospital, and other public service agencies.
- Responds to EMS requests for patient care, search and rescue missions and extended medical and search and rescue incidents as needed; performs the duties of an EMT Paramedic.
- Oversees EMS billing.
- Manages, coordinates and/or instructs training programs for staff and County EMS departments.
- Assures the maintenance and completion of records, reports, and other information required in this field.
- Prepares a variety of complex reports and submits to local, state and federal agencies as required.
- Performs quality management activities and peer review processes.
- Serves on various related committees.

#### Additional Job Duties

- Participates in and responds to fire calls, to include hazardous materials response for the County.
- Performs related duties as required.

#### Recruitment and Selection Guidelines

#### Knowledge, Skills and Abilities

- Considerable knowledge of federal, state, and local policies, procedures, protocols, guidelines and regulations pertaining to emergency medical services involving law enforcement, fire, and EMS operations
- Considerable knowledge in the use of standard office equipment and software related to job function.
- Considerable knowledge of equipment and supplies employed in the emergency care of patients.
- Considerable knowledge in the preparation of budgets and capital improvement budgets.
- Thorough knowledge of emergency medical services administration, practices and procedures.
- Thorough knowledge of emergency medical treatment.
- Thorough knowledge of communication systems.

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- Thorough knowledge of emergency medical services laws and regulations pertaining to emergency medical services.
- Thorough knowledge of the road system and geography of the County.
- Ability to operate emergency medical services equipment.
- Ability to make arithmetic computations using whole numbers, fractions and decimals.
- Ability to compute rates, ratios and percentages.
- Ability to maintain all certifications required for the job function.
- Ability to plan effective in service training and staff development programs.
- Ability to react quickly, effectively and professionally in emergency situations.
- Ability to communicate effectively both orally and in writing.
- Ability to promote public awareness of program activities.
- Ability to establish and maintain effective working relationships with volunteer EMS staff, medical agencies, community organizations, EMS staff and the general public.

Physical Requirements

- Work requires the frequent exertion of up to 100 pounds of force.
- Work regularly requires using hands to finger, handle or feel and reaching with hands and arms, frequently requires sitting, speaking or hearing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting and occasionally requires standing, walking, climbing or balancing, tasting or smelling and repetitive motions.
- Work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using measuring devices, operating motor vehicles or equipment and observing general surroundings and activities.
- Work frequently requires exposure to outdoor weather conditions and exposure to blood-borne pathogens and may be required to wear specialized personal protective equipment and occasionally requires wet, humid conditions (non-weather), working near moving mechanical parts, working in high, precarious places, exposure to fumes or airborne particles, exposure to toxic or caustic chemicals, exposure to extreme cold (non-weather), exposure to extreme heat (non-weather), exposure to the risk of electrical shock, exposure to vibration and wearing a self-contained breathing apparatus.
- Work is generally in a moderately noisy location (e.g. business office, light traffic).

Desirable Education and Experience

Graduation from a two-year college with a degree in emergency medical services or related field and considerable experience in emergency services including considerable supervisory experience; or an equivalent combination of education and experience.

Special Requirements

- Possession of a valid North Carolina driver's license upon hire.
- Possession of CPR Certification upon hire.
- Possession of Advance Cardiac Life Support Certification upon hire.
- Possession of Pediatric Advanced Life Support Certification upon hire.
- Possession of National Registry Paramedic Certification upon hire.
- Possession International Trauma Life Support Certification upon hire.
- Possession of N.C. Paramedic Certification upon hire.
- Possession of Pediatric Education for Pre-hospital Professionals upon hire.
- Completion of NIMS Institute Courses; 100,200,300,400,700,800 and 808 upon hire.
- Completion of Hazardous Materials Operations Training within two years of employment.
- Completion of Rapid Sequence Induction Training within two years of employment.
- Completion of Towing Large Trailers and Boat Operations Training within two years of employment.
- Completion of N.C Emergency Management New Coordinator's Workshop within two years of employment.

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Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.