

MRTSA Website

Job Title: Chief EMS Operations

Take your experience & hard work to the next level by advancing your career in EMS.

We have an opening for an energetic, motivated Chief of EMS Operations to assist the Executive Director by coordinating the direction of day-to-day operational functions for Medical Rescue Team South Authority (MRTSA).

Organizational Responsibilities:

- Act as Authority's HIPPA Compliance Officer. Ensure a safe working environment by identifying and addressing workplace hazards for EMS personnel in various types of working environments, as reasonably expected.
- Provide leadership at all levels of the organization. Establish and maintain an effective management team. Oversee field operations and act as the decision maker for day-to-day operational issues, including, but not limited to crew assignments, maintenance, etc.
- Receive direction from the Board of Directors and act on assignments. Publish and maintain monthly statistics.
- Develop and recommend both short-term and long-range goals and objectives for the Authority.
- Allocate resources and personnel to provide the best coverage for EMS incidents as they occur, and plan for immediate future needs.
- Coordinate inter-facility transfers.
- Respond to daily EMS incidents to provide patient care, facilitate, supervise, and support personnel. First response or medical back-up.
- Initiate triage and management of multiple patient incidents.
- Identify the need for additional resources at EMS incidents and access such resources as needed.
- Initiate or work within the Incident Command System.
- Ensure the Authority is in compliance with all applicable local, state, and federal safety standards, rules, and regulations that govern or apply to Emergency Medical Services. Interact with Authority's solicitor on legal matters.
- Collect, record and tabulate data as directed to assist in the operational needs and business planning of the Authority. Liaison to Quick Med Claims.
- Assist with development, writing, and updating of policies and procedures.

Staff Supervision:

- Manage the direct work of supervisory staff. Delegate ancillary duties to supervisors and field staff. Assign and direct daily work; ensure that employees follow work rules, policies, and procedures. Develop and implement policies and procedures regarding personnel.
- Oversee the hiring process of field staff/operational level employees. Conduct interviews and testing requirements. Conduct employee evaluations. Prepare for succession planning as needed. Assist with orientation of employees and affiliates.

- Serve as second step in the grievance process per the CBA. Recommends and implements disciplinary or corrective action. Resolve labor disputes. Investigate internal and external complaints, as needed, and provide resolutions. Report investigation findings to appropriate parties (Board of Directors, Medical Director, outside agencies as required). Interact with representative of the employee union to enhance employer/employee relations. Represent the Authority in the negotiation of the Bargaining Unit contract.
- Monitor employee attendance requirements, based upon FMLA and FLSA parameters. Oversee payroll.
- Conduct roll calls at the beginning of each shift. Conduct end of shift compliance checks such as: Reports have been completed by staff. Employee tasks (ambulance checks, station cleaning, etc.) are completed before they leave the station.
- Create an environment that demonstrates teamwork and professionalism. Encourage employee involvement. Responsible for ensuring respect and diversity in the workplace. Maintain cooperative relations with fellow employees.
- Assess, evaluate, and address employee's needs/issues through an effective action plan.

#### Public Relations:

- Represent the Authority to the general public and ensure the Authority's interests are best represented. Act as incident commander for large scale events. Organize and participate in Public Relation activities throughout the year, to include items such as: Stand by events, School visitations, EMS week, and Hospital contacts.
- Liaison to Authority's Medical Director. Assess Medical Command facility in meeting the Authority's needs.
- Work with the police and fire departments to plan, implement and schedule large scale, interagency trainings and mass casualty drills.
- Fulfill customer service responsibilities as needed. Assure customer concerns are resolved in a timely manner.

#### Training:

- Remain current on the practices and methods of EMS administration, quality assurance and patient care. Remain current on events affecting the industry.
- Develop, plan, assign and implement the training needs of the Authority.
- Attend meetings, conferences, and seminars to obtain and maintain primary management skills.
- Liaison to CCAC and CEM EMT and Paramedic training programs.
- Remain proficient in Advanced Life Support and can act in the capacity of a single paramedic—providing care for a multitude of patients in different care settings.

#### Finance/Purchasing:

- Develop and maintain sound financial practices. Develop, prepare and recommend annual budget. Conduct on-going budget analysis to ensure the Authority's operations remain within budget. Authorize purchase orders. Approve line of credit use. Make billing/write-off determinations based on policies.

- Assist with researching, writing, and applying for grants.
- Participate with the research and purchase of vehicles, equipment, and supplies.
- Oversee records and maintenance of vehicles, equipment, and supplies to assure the highest level of service is available--and follows rules and regulations and are able to pass random inspections.

**Self-Leadership:**

- Arrive to work at scheduled times and proper locations, ready to begin work and respond to calls at that allotted time.
- Maintain confidentiality of information deemed sensitive.
- Monitor service activities to assure specific line-item budget compliance.
- Function independently, but capable of interdependent relationships.
- Performs other duties and functions as assigned by the Board of Directors.

**The position requires the following qualifications and experience:**

- High School diploma or GED equivalent (required) / Bachelor's Degree (BA/BS) in EMS Administration, Health Care Administration, Public Health, Business Administration or a related field (preferred).
- Minimum of 3 years of supervisory experience in an emergency medical services entity.
- Must possess a valid Paramedic Certification (PA eligible) and maintain active status based upon current standards and criteria established by the Pennsylvania Department of Health
- Minimum of 10 years of EMT-Paramedic experience.
- Possession of National Registry of Emergency Medical Technicians – Paramedic license.
- Valid Pennsylvania driver's license or the ability to obtain a PA license.
- Credentialed by the National EMS Management Association (preferred) as a Supervising Paramedic Officer, Managing Paramedic Officer or Fellow of the American College of Paramedic Executives. Credentialed by the Commission of Public Safety Excellence preferred.

**Physical Demands**

- Works in an office environment, sitting at a desk, using office equipment such as computer, printer, copier, fax, shredder, etc.
- Visual acuity sufficient to view work on a computer screen.
- Ability to travel to various meeting sites for seminars or continuing education courses, and to attend meetings at other locations away from the main office.
- Ability to function as paramedic on calls when necessary.
- Ability to lift and carry patients onto various patient movement devices; bending, stooping, walking on uneven surfaces, etc. (refer to "Physical Requirements of the EMT/Paramedic.")
- Ability to safely drive vehicles, including emergency transport vehicles.

**General Knowledge and Skills Required:**

- Strong sense of professional and ethical behavior.
- Strong written and oral communication skills.

- Function independently as well as interdependently.
- Knowledge and ability to perform computer tasks using Microsoft Office products, including Word, Outlook, Excel, and other applicable job-specific software.
- Knowledge of EMS services and programs, program design, and planning, training, licensing requirements, and regulatory enforcement.

Competitive compensation and benefits.

Interested Candidates can apply for this position by submitting their resume to:

[recruiter@bradleypartnerships.com](mailto:recruiter@bradleypartnerships.com) or via our website: <https://www.bradleypartnerships.com/careers>

*Equal Opportunity Employer (EEO)*