

CITY OF WEST LIBERTY

POSITION DESCRIPTION

TITLE: EMS Coordinator

SUPERVISOR: Fire Chief

DEPARTMENTS: Fire Department

FLSA Classification: Exempt Full Time

JOB FUNCTIONS: Responsible for the management, administrative and technical duties of emergency medical services (EMS) activities of the department and to perform related duties as assigned.

JOB RESPONSIBILITIES:

Customer Service:

1. Take telephone calls, respond to messages, or forward messages to the appropriate person.
2. Wait on customers and provide information.
3. Schedules appointments as needed.
4. Exhibits interpersonal skills which foster the development and maintenance of good working relationships with customers and co-workers including volunteers.
5. Sign for packages and route them to the appropriate person.

Communication:

1. Keep all applicable persons informed of current issues and concerns.
2. Communicate pertinent information to staff.
3. Send out correspondence and other emails as needed. This may include mass communications for all fire department members.
4. Send/receive faxes, scanned documents and emails.
5. Act as Liaison for the Fire Department to all affiliated people and organizations.

Documentation:

1. Performs clerical and administrative work required for the operations of the Fire Department EMS Division in accordance with applicable Local, State and Federal laws and requirements.
2. Administration of Continuous Quality Improvement Policy (CQI) as set forth by Medical Director.

Accounting:

1. Follow all accounting and purchasing policies of the City.
2. Execute billing and collection duties as required by contracted billing company.

Other Duties:

1. Serve as EMS Coordinator to manage a combination of the following EMS programs as assigned;
 - a. Training
 - b. Supplies and inventory
 - c. Equipment and equipment maintenance
 - d. HIPPA Compliance
 - e. Service Director
 - f. Public Education
 - g. System Standards
 - h. Blood Borne Pathogens
 - i. Other programs as assigned
2. Protocol review, evaluation, development and implementation in coordination with County EMS Association.
3. Standard Operating Procedure review, evaluation, development and implementation in coordination with Fire Department Leadership.

CONTACTS: This position makes frequent contact with Fire Chief, Fire Department Members and City Hall Staff to gather, exchange and interpret information. Also makes frequent contact with Medical Director and other Healthcare Professionals to gather, exchange and interpret information. Contacts with residents are significant and regular and usually involve the exchange and conveyance of information. Contacts made with persons outside the City are frequent and are usually with vendors, contractors, and other agencies and involve the exchange and interpretation of information.

EQUIPMENT USED: Automobile, computers, multi-line office telephone system, calculator, multi-function printers/copiers/fax machines, large scanner, tablets, smart phone, TV, radio, meter reading equipment, paper cutter, microwave, stapler, and postage meter.

QUALIFICATIONS:

- A. Education – High School Graduate or equivalent required.
- B. Experience – 5 Years of emergency medical service work as a Paramedic. 2-5 years of Supervisory work.
- C. License/Certifications/Endorsements –
 - a. Certified Paramedic in the State of Iowa
 - b. Valid ACLS, PALS, CPR Healthcare Provider
 - c. Valid Driver's License (Class D Endorsement 3) and Insurable by City
- D. Special Abilities - Must have good organizational skills; must be a self-starter; have good communication skills to interact with patients, staff, other healthcare professionals, Rural and City officials, and citizens; and the ability to manage numerous processes at the same time.
- E. Physical Requirements – Requires continuous physical effort. Lifting or performing work requiring physical exertion, lifting (up to 125 pounds or half of 250 pounds) is a requirement for the job. The job requires the employee to work in limited spaces and unusual positions to perform the task of emergency care and rescue.
- F. Mental Requirements – Must have the ability to prioritize, plan and schedule a variety of EMS related tasks in accordance with established deadlines; must be capable of performing under moderately to highly stressful conditions.
- G. Work Environment- Work involves constant exposure to unpleasant working conditions or undesirable elements. The job exposes the employee to the potential for cuts, bruises, muscle strains and exposure to blood borne pathogens, and contagious diseases; may be exposed to hazardous materials.

This job description is not intended to limit the responsibilities of an employee assigned to this position to those duties listed above. The employee is expected to follow any other reasonable instructions and perform any other reasonable duties requested by City management. The level of involvement may vary based on need and individual capabilities.

DISCLAIMER

All duties and requirement in this job description have been determined by the employer to be essential job functions and are consistent with ADA requirements and are representative of the functions that are necessary to successful job performance. They may not however, reflect the only duties performed. Employees in this job class will be expected to perform other job-related duties when it can be reasonably implied that such duties do not fundamentally change the basic requirements, purpose or intent of the position.