



<b>JOB TITLE:</b>	EMS Supervisor	<b>POSITION CODE:</b>	1B/AAS
<b>DEPARTMENT:</b>	EMS	<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Director of Operations	<b>HOURS:</b>	Full Time (40 hrs)

### **ESSENTIAL FUNCTIONS:**

Under the direction of the Director of Operations, this position is accountable for responding to all assigned calls in the most appropriate and efficient manner, and providing the highest standards of patient care while providing a safe and hazard-free environment. This position interacts with various first responder agencies, health care providers, physicians and hospital personnel externally. Internally this position interacts throughout the company but its primary focus is on the EMS employees, which include Chair Car Drivers, Invalid Coach Drivers, Schedulers, Dispatchers, EMT-Bs, EMT-Is, EMT-Cs, and EMT-Ps.

### **ADDITIONAL RESPONSIBILITIES:**

- Provides quality patient care utilizing thorough knowledge of approved medical protocols in accordance with certification/licensure level.
- Oversees all operational activities during scheduled shift.
- Adjusts personnel as required to maintain balanced coverage secondary to call-outs or additional call volume.
- Strives to ensure that all EMS employees adhere to all company policies and procedures. In the event that an employee is non-compliant, documents it and determines appropriate disciplinary level in accordance with the discipline policy.
- Monitors performance of all EMS personnel in their prompt response to all requests for service, both emergency and non-emergency.
- Monitors general employee performance and completes evaluations at the required intervals.
- Reports any out of the ordinary occurrences in a timely manner through the appropriate means. The report should include supporting documentation including but not limited to information reports, pictures, and a follow-up.
- Attempts to establish good working relationships with all EMS employees.
- Follows up on any customer, patient and/or customer complaint using the appropriate documentation process.
- Verifies all "daily duties" are completed.
- Performs other related duties as assigned.
- Attends monthly supervisory meeting.

### **QUALIFICATIONS:**

Hold and maintain certifications/licenses including CPR. Valid drivers license with acceptable driving record required. Exceptional critical thinking and problem solving skills. Ability to plan and carry out responsibilities with minimal supervision. Written and verbal communication is clear, accurate and complete. Some knowledge of computers and software and the ability to understand and carry out oral and written instructions. Ability to work cooperatively as a team

member. Adapts well to a dynamic working environment and duties that can change with minimal notice. Able to deal courteously, but firmly, with people on difficult and sensitive subjects.

**NON-PHYSICAL DEMANDS:** Must complete Sexual Harassment training within 6 months of hire. Must pass pre-employment drug screening.