



Ambulance Director

Ambulance

AMB/1

JOB SUMMARY

This position is responsible for directing the city's emergency medical ambulance service operations.

MAJOR DUTIES

- Plans, organizes, coordinates, directs, and evaluates the delivery of emergency medical services to the general public.
- Manages scheduling to guarantee that qualified personnel are always available to respond to 911 calls, interfacility transfers, and standby service requests; implements contingency plans to address staff shortages and to ensure rapid response times during high-demand periods; monitors crew readiness.
- Directs and oversees the recruitment, selection, onboarding, and training of new personnel; conducts interviews, background checks, and credential verifications.
- Trains, assigns, directs, supervises, evaluates, and disciplines personnel.
- Manages the agency annual budget; analyzes and remains informed of operational costs; identifies cost-savings measures; works with city and county officials to secure funding, grants, and other support.
- Oversees medical billing and coding; ensures that all patient care reports and medical documentation are properly coded and in compliance with all relevant guidelines; remains informed of changes to ICD-10 coding standards, billing regulations, and payer policies; implements billing best practices.
- Oversees the insurance reimbursement process; manages the processing of Medicare, Medicaid, and private insurance claims; manages claims submission processes; processes and responds to insurance appeals and denials.
- Responds to emergency scenes as needed; acts as scene commander in multi-casualty incidents, multiple vehicle accidents, and high acuity trauma calls; coordinates with fire departments, law enforcement, and air medical teams; assists in hazmat, disaster response, and mass casualty triage.
- Performs the duties of a Paramedic as required; provides advanced life support and critical care interventions for high-acuity patients; performs advanced airway management; administers critical care medications; manages invasive procedures; monitors and stabilizes patients for transport.
- Oversees the provision of medical care to jail inmates; performs daily sick calls to examine, diagnose, and treat inmate patients; determines the need for referral to a physician and coordinates appointments;

administers prescribed medication and treatment to inmates; responds to medical emergencies; maintains related records.

- Engages in legislative efforts, committee participation, and policy advocacy to improve funding and support for EMS at the local, state, and national levels.
- Negotiates and manages EMS contracts with vendors, local governments, local hospitals, and others; ensures that all contracts comply with state and federal EMS regulations; ensures that contract language protects agency interests.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of emergency medical service principles and practices.
- Knowledge of relevant local, state and federal laws.
- Knowledge of strategic planning processes.
- Skill in managing the procurement and maintenance of EMS supplies, pharmaceuticals, and equipment.
- Knowledge of budgeting and accounting principles.
- Knowledge of grant management principles.
- Knowledge of contract management principles.
- Knowledge of computers and job-related software programs.
- Skill in management and supervision.
- Skill in problem solving.
- Skill in directing and participating in the provision of emergency medical care to patients.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Chief of Police assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include EMS medical protocols, federal and state EMS regulations, Medicare and Medicaid guidelines, contract terms, city policies, and department policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position develops department guidelines.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative, supervisory, management, and emergency medical duties. The variety of tasks to be managed contributes to the complexity of the position.
- The purpose of this position is to direct the city's ambulance services functions. Successful performance helps ensure the efficient and effective provision of services to area residents and visitors.

CONTACTS

- Contacts are typically with coworkers, elected and appointed officials, health care providers, vendors, representatives of other emergency response agencies, and the general public.
- Contacts are typically to exchange information, motivate persons, negotiate matters, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing walking, bending, crouching, or stooping. The employee occasionally lifts light and heavy objects, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell.
- The work is typically performed in an office and outdoors, occasionally in cold or inclement weather. The employee may be exposed to noise, dust, dirt, grease, machinery with moving parts, contagious or infectious diseases, or irritating chemicals. The work requires the use of protective devices, such as masks, goggles, gloves, etc.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Ambulance Critical Care Paramedic, Ambulance Paramedic, Ambulance Advanced EMT, Ambulance EMT-Basic, Building and Apparatus Mechanic – EMT, Ambulance Emergency Medical Responder.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.

- Possession of or ability to readily obtain a valid driver's license issued by the State of South Dakota for the type of vehicle or equipment operated.
- Possession of or ability to readily obtain state and national EMS certification at the Paramedic level.
- Possession of or ability to readily obtain CCP, ACLS, PALS, BLS, ICS, CP, CHW and/or related certifications are required.
- Possession of or ability to readily obtain state certification as a Licensed Practical Nurse preferred.