

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : EMS Division Chief  
**Department:** Emergency Services  
**Revised** : April 2014

**Class** : Professional  
**FLSA:** Exempt

*This job description supersedes any prior description for the Emergency Medical Services Division Chief classification.*

**GENERAL DESCRIPTION**

Responsible administrative work in managing the Emergency Medical Services (EMS) Division of the Emergency Services Department. Directs the various programs of the Division related to the delivery of emergency medical care and transportation of the sick and injured. Exercises independent judgment and initiative based on Federal, State, and County policies and regulations. Supervision is exercised over a staff of full-time and part-time medical technicians and related administrative staff. Supervision is received from the Chief of Emergency Services who evaluates work through analysis of program accomplishments and through periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, organizes, and directs the program of emergency medical services and transportation; coordinates program with local medical, fire protection, other emergency services, as well as, hospitals and non-governmental entities.

Supervises EMS Division employees; evaluates their work; handles disciplinary procedures concerning performance of employees; investigates and resolves complaints from the public.

Conducts interviews for full and part-time staff and makes hiring recommendations.

Performs administrative duties in the EMS Division including budget preparation, reviewing accounts payables, monitoring of the general ledger, scheduling, record-keeping, report generation, and personnel matters.

Responds to major incidents to assist in command and control activities as requested by the on-scene commander.

Directs and assists local fire departments in the delivery of the medical responder program.

Directs and assists entities who are authorized to provide emergency medical treatment and transportation under the County ambulance franchise with the delivery of such services; conducts reviews of existing franchised ambulance agencies for proper medical care compliance and makes recommendations on new potential franchise applicants.

Exercises a wide variety of responsibilities related to the planning, organization, management, and coordination of activities concerning EMS in the County.

Provides an informational service to the public on a wide variety of subjects involving emergency medical care and transportation by answering questions by mail, telephone, personal inquiries, speaking engagements, e-mail, website, and news media presentations.

Directs maintenance of vehicles and equipment in the EMS Division.

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Performs as an Assistant Emergency Management Coordinator as needed or directed including responding to hazardous materials incidents and/or other natural and man-made major incidents.

### **OTHER JOB FUNCTIONS**

Attends meetings and conferences.

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Extensive knowledge of Federal, State, and County policies, procedures, and regulations related to the provision of emergency medical care and transportation.

Considerable knowledge of advanced emergency medical care practices, procedures, and techniques.

Ability to interpret, explain, and apply policies, procedures, and regulations to specific operating problems.

Ability to establish and maintain effective working relationships with the general public, various paid and volunteer emergency service organizations, related non-governmental organizations, Federal, State, Municipal, and County officials, news media representatives, and fellow employees.

Ability to communicate effectively, both orally and in writing.

Ability to plan, direct, and evaluate the work of others.

Ability to exercise sound judgment in emergency situations.

Ability to effectively communicate emergency plans to other individuals and groups.

### **PHYSICAL REQUIREMENTS**

Work in this class is may include sitting, walking, running, bending, stooping and lifting weights of approximately 65 lbs or less unassisted and weights over 65 lbs with assistance. Work may include both indoor and outdoor activity where employee is exposed to elements of nature: cold, hot, rain, snow, sleet, ice, etc. Employee must be able to maneuver in tight places such as the crawl space under a building, climb ladders, step over obstacles, step on and off machinery, etc. Employee may be exposed to potentially hazardous situations. Work may include extended periods of time viewing a computer video monitor or operating a keyboard. Work includes operation of a motor vehicle.

NOTE: Must be able to perform all of the above functions unassisted by emergency situations at a pace and level of performance consistent with the actual job performance requirements.

### **EXPOSURE CONTROL**

Work activity is normally performed without blood or body fluid exposure but exposure may occur in an emergency. Personal protective equipment should be available and used if an emergency arises.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university in Emergency Medical Care or related area, and two years of experience in emergency medical care including experience in supervision; or an Associate's Degree from an accredited

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college or university in Emergency Medical Care or related area, and four years of experience in emergency medical care including experience in supervision; certification as a Paramedic by the North Carolina Office of Emergency Medical Services, NIMS compliance with current standards as outlined in local compliance document, and a valid driver's license is required. Certification in National Academy of Emergency Medical Dispatch (NAEMD) procedures, and the NC Emergency Management Associate Emergency Manager certification is required or ability to obtain these certifications within twelve months of employment. Experience in Federal and/or State Grant Applications is desirable.

**This job description does not create an employment contract,  
implied or otherwise.**