



Memo

To: Administrative & Personnel Committee
From: Thomas Harrigan, Village Manager
Date: March 13, 2026
Re: Proposed Emergency Service Director Job Description

1. Review and possible action on the Emergency Service Director Job Description and compensation range.

The purpose of this memo is to provide the Committee with a brief overview of Wisconsin state requirements for the EMS Service Director position and the responsibilities associated with the role for a licensed emergency medical service.

Background:

Under Wisconsin Administrative Code DHS 110, every licensed Emergency Medical Service (EMS) provider in the State of Wisconsin must designate a Service Director responsible for the administrative and operational oversight of the EMS service. The Service Director functions as the operational leader of the service and works in coordination with the EMS Medical Director, who provides clinical oversight and establishes medical protocols. The Village currently engages with Emergency Medical Services Physician Specialists, S.C. for Medical Director Services.

Key Requirements:

State regulations require that each EMS service designate a Service Director who is approved by the governing body of the service and identified in the Wisconsin Department of Health Services (DHS) EMS licensing system. While Wisconsin law does not mandate a specific EMS certification level for this position, the individual must possess the ability and experience necessary to manage the operations of the EMS service and ensure compliance with state regulations.

Core Responsibilities:

The EMS Service Director is generally responsible for:

- Administrative management of the EMS service
- Ensuring compliance with Wisconsin EMS licensing and regulatory requirements
- Personnel oversight, staffing coordination, and training compliance
- Equipment readiness and operational preparedness of EMS units
- Incident reporting and documentation through the DHS reporting system
- Coordination with the EMS Medical Director regarding protocols and quality assurance

The EMS Service Director must be formally designated as part of the EMS service license maintained with the Wisconsin Department of Health Services. Any change to this position must be updated in the state's EMS licensing system to maintain compliance.

The EMS Service Director position is a required administrative leadership role under Wisconsin law and is essential to maintaining an EMS service license. The role ensures operational oversight, regulatory compliance, and coordination with medical leadership to support the delivery of emergency medical services to the community.

Action Items:

The Administrative and Personnel Committee is asked to review the enclosed EMS Service Director job description and proposed compensation range. As part of ongoing efforts to improve processes and operational structure within the EMS Department, the updated job description and compensation scale are being presented for formal consideration and adoption.

The proposed compensation range of \$25,000 to \$30,000 is intended to appropriately recognize the responsibilities of the position and align the role with comparable positions in the regional marketplace.

If approved, the newly classified position will be posted internally within the EMS Department as part of the planned transition process for the EMS Service Director role.

Please do not hesitate to contact me with any questions in advance of the meeting.