



JOB DESCRIPTION

Purpose of Position

The EMS Service Director is responsible for the overall administration, operation, and management of the Village's Emergency Medical Services (EMS) Department. The EMS Service Director will ensure the delivery of high-quality pre-hospital emergency care, maintain operational efficiency, ensure regulatory compliance, and foster strong collaborative relationships with other public safety departments and stakeholders. This is a department head level position that directly reports to the Village Manager and Board of Trustees.

Essential Duties and Responsibilities

The following duties are normal for this position and are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Oversee the daily operations of the EMS department, including staffing models, scheduling, and response to emergency and non-emergency calls.
- Supervises the scheduling of employees to maintain 24/7 staffing of EMS services to the community.
- Collaborate closely with the EMS Medical Director to ensure clinical excellence, protocol compliance, quality assurance, and quality improvement activities.
- Develop, implement, and enforce department policies, procedures, and standard operating guidelines.
- Oversee payroll processing for EMS personnel to ensure accuracy and compliance with Village policies.
- Prepares and manages the EMS department annual operating and capital budgets.
- Ensures the EMS service is compliant with Wisconsin Department of Health Services Ambulance Service Provider License requirements, as well as all other Federal, State and local rules, statutes, ordinances, and regulations governing EMS operations.
- Collect, analyze, and report EMS operational data including call volume, response metrics, staffing trends, and system performance to support planning and budget decisions.
- Provides shift relief as an EMT (at a level equal to the Service Providers License) when staffing needs dictate and for Backup calls when needed.
- Oversee recruitment, hiring, training, credentialing, evaluation, retention, and discipline of EMS personnel in coordination with Village HR policies.
- Oversee orientation of new members to the Elm Grove EMS Department by ensuring the onboarding check sheet has been completed.
- Conduct annual reviews for all Elm Grove EMS members which shall include:
 1. A review of metrics (numbers of calls participated in, number of shifts taken, hours worked, departmental participation);

2. A review of chart documentation, meetings attended, Continuing Education (CE) completed, future education and goals, as well as opportunities for improvement.
 3. The reviews shall be formalized, documented and stored in personnel files.
- Supervises proper preventative maintenance and repair of the ambulance fleet, maintains appropriate records of same, and develops specifications for and procurement of ambulance vehicles in accordance with established replacement schedules.
 - Reviews patient care reports with the EMS Medical Director to determine if key clinical performance indicators are being met.
 - Maintains adequate inventory of disposable and non-disposable medical supplies and equipment to ensure that these items are available at all times. Confers with vendors to keep abreast of new and improved products and technologies in the EMS industry.
 - In addition to usual work hours, must be available during non-work hours to respond to emergencies, provide EMS command, on site management support, and other operation issues.
 - Represent the EMS department at meetings with Village officials, community groups, mutual aid partners, and external agencies.
 - Work collaboratively with the Fire Chief and Police Chief on joint operations, training, emergency planning, and interdepartmental initiatives.
 - Establishes and maintains effective professional and working relationships with staff members, elected officials, community service agencies, as well as other EMS agencies and health care providers.
 - Delegate administrative, maintenance and custodial duties as appropriate.
 - Performs other related job duties as required.

Required Knowledge, Skills, and Abilities

- Knowledge of first aid, life-saving, and rescue techniques.
- Knowledge of the duties and responsibilities pertaining to EMS and emergency management as prescribed under the laws and regulations established by local, County, State, and Federal agencies.
- Knowledge of the National Incident Management System (NIMS), disaster management, as well as essential aspects of emergency service operations and incident command.
- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria.
- Ability to define and resolve problems, to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to establish priorities and work on multiply tasks.
- Excellent report writing and presentation skills.
- Excellent communication skills.
- Knowledge of two-way radio communications systems, paging and alerting systems, mobile data computers, computer aided dispatch (CAD), and other public safety communications equipment and technologies.

- Skilled in establishing/maintaining effective working relationships with EMS personnel, members from neighboring communities, members of various EMS related committees, and other health care providers.
- Excellent computer skills and proficient in the use of EMS related software applications.
- Knowledge of municipal budgeting and finance.
- Skilled in long range strategic planning and program development.

Physical Requirements

The EMS Service Director must maintain the physical condition necessary to meet the core competencies and functional job tasks required of their EMS licensure level. These tasks include but are not limited to the following:

- Ability to use full range of body motion and dexterity to allow significant handling, transferring, pushing/pulling, and lifting of patients and equipment.
- Ability to frequently lift, carry, push or pull up to 50 pounds, and occasionally lift, carry, push or pull over 50 pounds.
- Ability to stand and or walk 80-90% of shift; and sit 10-20% of shift.
- Ability to use good hand/eye coordination, and finger dexterity.
- Ability to use good perception and discrimination related to odor, color, and textures.
- Ability to use good perception and discrimination related to functional visual ability and depth perception; sound perception; and functional speech.
- Ability to frequently bend, twist, balance, and reach above and below shoulder level; as well as occasionally kneel and climb as necessary to perform job duties.
- Ability to wear gloves and other protective equipment.
- Physical stamina to work long shifts, perform multiple calls, and function under stress.
- Tolerance for working outdoors and in all weather conditions.

The Director is responsible for promptly self-reporting to the Village Manager if any medical condition, injury, or physical limitation arises that prevents them from safely performing the essential physical functions of a licensed EMS provider.

Minimum Training and Experience Required to Perform Essential Job Functions

- Preferred five (5) years EMS field experience (municipal experience preferred).
- Preferred three (3) years of experience serving in a supervisory and management role.
- Experience in Fire Department operations is preferred.
- Hold a valid Wisconsin EMS license (EMT or Paramedic).
- Current CPR certification.
- Current certifications in American Heart Association Basic Life Support (BLS).
- Emergency Vehicle Operation (CEVO) certification.
- Hold a valid state driver's license with a clean driving record.
- High School Diploma or equivalent.

- Completion of Incident Command System (ICS/NIMS) courses ICS-100, 200, 300, 700, and 800, or willingness to obtain within a specified timeframe.

The Village of Elm Grove is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date