**Manager, Emergency Medical Services Standard Job Description**

**Classification Title:** Manager, Emergency Medical Services

**FLSA Exemption Status:**Exempt

**Pay Grade:**  12

**Job Description Summary:**

The Emergency Medical Services (EMS) Manager, under direction, provides administrative supervision, quality assurance, professional leadership, and professional services.

**Essential Duties and Responsibilities:**

**40% Quality Assurance and Improvement**

* Organizes and documents quality review and quality improvement for emergency medical programs and/or centers.
* Ensures compliance with the Department of Health guidelines, regulations, and applicable laws.
* Assists in the review and quality assurance of accurate and complete medical documentation of care provided to patients.
* Works with the EMS Medical Director, EMS Associate Director, and EMS Clinical
* Coordinator to develop and ensure that quality assurance/improvement goals are met.

**20% Staff Supervision and Development**

* Maintains responsibility for the EMS and Paramedic staff.
* Provides supervision, guidance, and effective performance management feedback to employees in areas of responsibility.
* Oversees and mentors EMS and Paramedic staff for training and professional development.
* Supervises and trains the student Operations Coordinators.

**10% Policy and Procedure Management**

* Develops, implements, coordinates, and evaluates programs, policies, and procedures.
* Reviews and revises EMS procedures and policies in coordination with the EMS Chief and Director.
* Enforces compliance with relevant federal, state, university, and departmental rules, regulations, policies, and procedures.

**10% Operational Management**

* Ensures all EMS vehicles are properly stocked with appropriate equipment, medications, and supplies in accordance with applicable rules, regulations, and policies.
* Monitors inventory and purchases station supplies as needed.
* Manages the operation and upkeep of EMS online systems.
* Manages the scheduling of dispatch trainees in conjunction with an approved training office.
* Serves as a back-up EMT as needed and operates the emergency vehicle in accordance with the university’s safe driving standards.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications:**

**Required Education:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.

**Required Experience:**

* Five years of related experience in emergency medical services including at least one year of related supervisory experience. One year of supervisory experience.

**Required Licenses and Certifications:**

* Paramedic Certification.

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing and spreadsheet applications.
* Knowledge of national standards, Federal and State laws, local ordinances relating to the operation of EMS, and medical privacy laws.
* Strong verbal and written communication skills.
* Ability to present information clearly and concisely.
* Ability to work in a high stress environment.

**Additional Information:**

**Machines and Equipment:**

* Ambulance Equipment
* Computer
* Telephone

**Physical Requirements:**

* Good manual dexterity with the ability to perform all tasks related to advanced emergency patient care and documentation.
* Ability to bend, stoop, balance, and crawl on uneven terrain.
* Ability to withstand varied environmental conditions such as extreme heat, cold, and moisture.

**Other Requirements and Factors:**

* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No** 