



Superstition Fire & Medical District

Job Description

Job Title: Transportation Services Manager **Department:** Operations
Salary Range: [45] \$63,598 - \$85,227 **FLSA Class:** Exempt

Position Summary:

The primary job responsibilities of the Transportation Services Manager are the day-to-day management of rescue ambulance operations within the Superstition Fire & Medical District. This is a hands-on position requiring management and oversight of the business components of the medical transportation system serving the Fire District; including industry regulations, compliance and medical billing quality assurance. The Transportation Services Manager reports directly to the Assistant Chief of Emergency Services.

Principle Duties and Responsibilities:

Essential Functions

1. Provides quality assurance, and reviews for accuracy, EMS Patient Care Reports for medical billing and compliance purposes
2. Responsible for operational and financial performance monitoring and reporting
3. Provides management and oversight of medical reporting, billing, and collections processes
4. Actively coordinates with the Fire District's Fleet Supervisor to ensure ambulances are properly maintained and vehicle downtime is minimized
5. Actively manages EMS supply inventory and ensures that appropriate levels are maintained to support continual rescue operations
6. Coordinates with human resources on hiring, training, coaching, and professional development of new and existing rescue personnel
7. Liaisons with fire and medical stakeholders including private ambulance providers, automatic-aid partners, hospital networks, DHS, etc. as required

8. Serves on related boards and/or committees as a representative of the SFMD. May include the Arizona Ambulance Association, hospital boards, etc.
9. Works with the Technology Division to develop, maintain, and ensure the accuracy of captured billing components and medical documentation. Works to improve efficacies through appropriate hardware and software recommendations.
10. Works with the Technology Division to properly equip and train employees on new ePCR software/hardware
11. Manages labor costs, overtime and scheduling utilizing Telestaff to meet staffing objectives
12. Monitors employee relations and works with the Assistant Chief of Emergency Services to identify trends and improve processes
13. Trains EMT, Paramedics and other employees in industry-related subjects
14. Will attend and participate in the Arizona Emergency Medical Services Council, in Arizona's Central Regional Council (Arizona Emergency Medical System), and in the Arizona Ambulance Association

Knowledge, Skills and Abilities

- Knowledge of local and state regulations pertaining to ambulance operations
- Knowledge of electronic patient care reporting (ePCR)
- Knowledge of medical billing practices and compliance
- Knowledge of HIPPA law
- Knowledge of contemporary Community Paramedicine and Mobile Integrated Healthcare concepts
- Knowledge of SFMD SOG's. Declaration of Ideals, Code of Conduct, and policies and procedures
- Skilled in public speaking, report writing and record keeping
- Skilled in research, analytics, and collecting, arranging and reporting statistics
- Ability to communicate effectively in oral and written forms
- Ability to work effectively under deadlines and prioritize work
- Ability to maintain detailed and accurate records
- Ability to analyze and evaluate administrative needs, identify problems, and develop feasible solutions
- Ability to provide exceptional customer service
- Ability to use personal computers and applications with strong command of Microsoft Word, Excel, PowerPoint, Microsoft Windows, Outlook and other common and contemporary business platforms
- Ability to maintain confidentiality and use discretion when dealing with sensitive issues
- Ability to establish and maintain effective working relationships with employees, coworkers, other agencies and the public

Minimum Required Qualifications

- A minimum three years of progressively responsible management-level experience in the ambulance/rescue industry
- Bachelor's Degree in Business, Management or related field, from an accredited university or five years of related experience and training or equivalent combination of education and experience.
- Valid Arizona Driver's License

Preferred Qualifications

- Master's Degree in Business, Management or related field
- Ten or more years of progressively responsible experience managing ambulance/rescue industry
- Three or more years of practical EMS experience as a Paramedic
- Current certified Arizona Paramedic
- Valid CPR, ACLS, PALS (or PEEP) and PHTLS/ITLS
- Current certified Nationally certified Paramedic
- Knowledge of ImageTrend, Telestaff and Tyler (accounting)

This job specification should not be construed to imply that these requirements are exclusive standards for the assignment. Incumbents will follow any other instructions, and perform any other related duties as may be required by supervisory personnel. Performance of other essential functions may depend upon work location, assignment and/or shift.

If you have questions, please contact Human Resources at:

Donny.Le@sfmd.az.gov

Superstition Fire & Medical District

Administration

Office 565 N.

Idaho Road

Apache Junction, AZ 85119

Equal Opportunity Employer

SFMD is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.