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## Job Description – Transportation Services Director

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### **Position Summary:**

Under general direction of the Fire Chief, the Transportation Services Director works to develop and implement the vision, mission, and long-term direction of the transportation services program. This position oversees and directs the three main components of the transportation program: field operations (civilian ambulance crews), business operations, and regulatory compliance.

### **Essential Functions:**

*The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Communicate with subordinates, senior staff, other employees, vendors, surrounding agencies, hospitals, and public officials, in order to manage and develop the emergency medical transportation program and facilitate consistency and efficiency in the regional pre-hospital system
- Communicate verbally and in writing to express ideas, concepts, and conclusions to senior staff regarding the current and future state of the expanding program and in support of continuously improving services
- Delivery transportation program presentations and reports to the Fire Board and district management
- Communicate SOPs and service guidelines to supervisory personnel who implement and enforce the procedures with subordinate personnel
- Prepare written documents, including reports, memos, forms, manuals, etc. with clearly organized thoughts and using proper sentence construction and grammar
- Author, revise, and disseminate updates to policies, procedures, operations, safety guidelines, justifications (program budget), personnel recommendations, and program review and/or analyses in order to improve operational effectiveness and enhancements to transportation services
- Coordinate medical transportation operational concerns, needs, and logistics with the Operations and EMS divisions to ensure that services and personnel integrate seamlessly into operations
- Review the performance of personnel to ensure compliance with standard operating procedures and governmental regulations
- Meet scheduling and attendance requirements
- Coordinate with staff to create data-driven operational and deployment plans
- Analyze data and make written recommendations to senior-level management regarding purchasing, budgeting, eliminating processes, providing estimated costs, and identifying future regulatory, compliance, training, and safety needs.
- Coordinate work activities and program functions with other divisions, agencies, and private service providers related to emergency medical transportation.

- Develop policies and procedures and short and long-term objectives for the transportation program
- Develop and monitor performance measures to keep the program at the forefront of the industry
- Develop and manage the program budget and operational costs
- Provide guidance on daily operations and evaluate the work of supervisors and their respective subordinate staff
- Participate on regional committees and coordinate with external stakeholders, such as private ambulance providers, automatic aid agency partners, hospital networks, and AZDHS to facilitate consistency and efficiency in the regional pre-hospital system

**Knowledge, Skills and Abilities:**

Knowledge of:

- Emergency medical transportation field operations and regulatory compliance
- Strategic planning methodology
- Electronic Patient Care Reporting (ePCR)
- The Health Insurance Portability and Accountability Act (HIPPA)
- District polices, procedures, and personnel rules
- Disaster preparedness, management, and recovery practices
- Principles, practices, and procedures of employee supervision; including hiring, evaluating, and training
- Program management and performance measures
- Budgeting principles

Ability to:

- Effectively plan, direct, and manage the emergency medical transportation services program
- Work effectively with national, regional, and local experts, District senior staff, and the EMS Division
- Establish strategic initiatives to grow and improve the emergency medical transportation services program
- Develop program goals and performance measures
- Establish work standards and operating procedures to ensure operational efficiency, compliance with regulations, and adherence to quality subordinate personnel
- Develop effective supervisory skills in subordinates
- Think conceptually, observe and evaluate trends, analyze data, draw logical conclusions, and make sound recommendations
- Maintain confidentiality of records and information as well as use discretion when dealing with sensitive issues
- Establish and maintain working relationships with subordinate personnel, management, other employees, personnel from other medical transportation providers, vendors, and professional organizations
- Communicate effectively in verbal and written forms
- Work effectively under deadlines and prioritize work

- Use computers and applications including the Microsoft Office suite and other common and contemporary business platforms

### **Required Training and Experience**

- Bachelor's Degree in Fire Service/Emergency Medical Services, Business Administration or Management, Public Administration, or related field
- Five years of progressively responsible supervisory experience in the ambulance/rescue (pre-hospital/911) industry
- Two years of which include management and oversight of an ambulance transportation program
- Extensive (5+) years of experience as a certified EMT or Paramedic

### **Preferred Training and Experience**

- Master's Degree in Fire Service/Emergency Medical Services, Business Administration or Management, Public Administration, or related field

### **Licensing, Certifications, and other Requirements**

- Must possess a valid Class D Arizona Driver License.
- For this position, and individual cannot be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE).

### **Work Environment / Physical Demands**

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position or that an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work is performed in a normal District office environment.
- Operate a variety of standard office equipment, including a computer, telephone, copy and fax machine requiring continuous and repetitive arm hand and eye movement.
- Travel to/from meetings and various locations.
- Attend evening meetings as needed.

### **EQUAL EMPLOYMENT OPPORTUNITY:**

*SFMD is committed to creating a diverse environment and is 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 (ARS 41-1463). Additionally, this position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.*

When advised, reasonable accommodations will be made in order for an "otherwise qualified applicant" with a disability to participate in any phase of the recruitment process. Please contact Human Resources to request an accommodation. Persons with a disability may request a reasonable accommodation by contacting the HR Manager at (480) 982-4440 X132. Requests should be made 24 hours in advance or as early as possible to allow time to arrange the accommodation.