

# EMS Director (Emergency Medical Services)

*Cherokee County, SC*

**Location**

110 Railroad Avenue  
Gaffney, SC 29340

**Job Type**

Full Time

**Department**

Emergency Medical Services

**FLSA**

EXEMPT

**Job Summary**

Under the limited guidance of the County Administrator, the EMS Director is responsible for planning, organizing, directing, and controlling significant operations, and maintenance functions of all operational aspects for Cherokee County Emergency Medical Services. The EMS Director is responsible for all affairs that affect the operations of Cherokee County EMS and is responsible for the advisement and assistance to other Departments that are related to County EMS operations. Performs a wide range of difficult to complex administrative activities related to operations and discretionary activities that serve to support an effective County EMS operation. The EMS Director assists the County Administrator and other management as needed in formulating objectives, policies, and strategies. He/she is responsible for building and implementing guidelines for authorized agency plans, programs, and procedures to ensure effective management of the personnel, activities, and programs and to work toward the attainment of current and future county objectives. Responsible for recommendations in budget preparations as it pertains to the operations of the Cherokee County EMS Division. Responsible for the expert, efficient and professional operations of the County Emergency Medical Services as well as the oversight of contractual compliance of EMS/Ambulance providers within Cherokee County.

## Essential Functions

Essential Functions	% of Time
<p><b>Strategic Planning:</b></p> <ul style="list-style-type: none"> <li>• Recommends policy to County Management.</li> <li>• Plans medium and long-range goals and objectives for EMS operations.</li> <li>• Maintain communication with County Administration to ensure the needs of the County and its citizens are met.</li> <li>• Work closely with E-911 Department, Fire Departments, and Emergency Management for planning and implementation of systems, policies, and departmental improvements.</li> <li>• Takes initiative in working with County Administration to set strategic departmental goals with resources allotted.</li> </ul>	20%
<p><b>Technical Services &amp; Equipment Management and Monitoring:</b></p> <ul style="list-style-type: none"> <li>• Responsible for a working knowledge of all equipment and computer software within the department as well as equipment/software utilized by contracted ambulance services, E-911 Department, and Fire Departments.</li> <li>• Maintains an audit of the use and effectiveness of equipment that impacts public safety in Cherokee County as a whole.</li> <li>• Ensure personnel can effectively use necessary equipment and computer systems for assigned tasks.</li> <li>• Manage external support contractors for equipment and system support.</li> <li>• Manage the county's EMS equipment and software, including installation, maintenance, and troubleshooting.</li> <li>• Collaborate with different agencies and companies throughout the county as it relates to equipment and software that affects public safety.</li> <li>• Responsible for ensuring maintenance compliance of county vehicles and facilities as directed by the County Vehicle and Facilities Maintenance Departments.</li> </ul>	20%
<p><b>Daily Operations and Supervisory Responsibilities of EMS Operations in Cherokee County:</b></p> <ul style="list-style-type: none"> <li>• Responsible for selection and placement of operations personnel.</li> <li>• Ensures that assigned personnel are fully informed of county policies, local procedures and other information pertinent to their jobs and job responsibilities.</li> <li>• Reviews and acts upon, as necessary, all incident, deviations/exceptions, and other reports within the county related to EMS operations.</li> <li>• Keeps current on events affecting Cherokee County Division of EMS: accidents, injuries, breaches of policy, interagency relations, morale, newsworthy events, and superior/poor performance by field personnel.</li> <li>• Responsible for reviewing performance evaluations of all personnel within the operations and providing input into the appraisal process.</li> <li>• Administers discipline and counseling to achieve the desired result. May carry out discipline up to and including termination.</li> </ul>	20%

<ul style="list-style-type: none"> <li>• Responsible for adequate staffing of the Division of EMS operations as well as monitoring adequate overall ambulance service daily in Cherokee County whether in-house or contracted.</li> <li>• Assigns operations personnel according to their level of achievement and their classification based on their knowledge of EMS and medical transportation.</li> <li>• Ensures all assigned personnel to a specific duty within the EMS Department has the sufficient certifications to perform the duties, as well as monitoring contracted ambulance agencies as needed to ensure EMS care in Cherokee County is performed by employees with the sufficient certifications to perform the duties.</li> <li>• Ensures certifications are maintained by all employees within the EMS Department to include self.</li> </ul>	
<b>Reporting and Monitoring:</b> <ul style="list-style-type: none"> <li>• Reviews and acts upon, as necessary, all incident, deviations/exceptions, and other reports within the county related to EMS operations and provides extensive reporting to County Administration.</li> <li>• Monitors and produces associated reports to County Administration regarding EMS operations and related operations across the county.</li> </ul>	20%
<b>Public and Agency Engagement:</b> <ul style="list-style-type: none"> <li>• Responsible for maintaining good relations with the public and allied agencies as they relate to the field operations divisions.</li> <li>• Keeps current on events affecting Cherokee County Division of EMS: accidents, injuries, breaches of policy, interagency relations, morale, newsworthy events, and superior/poor performance by field personnel.</li> <li>• Attends needed continuing education programs</li> <li>• Attends meetings with allied and other public safety agencies.</li> <li>• Maintains close working relationships with representatives of other departments in the county.</li> <li>• Confers frequently with County Management to discuss the activities of the EMS Division.</li> </ul>	10%
<b>Misc.</b> <ul style="list-style-type: none"> <li>• Other Duties as Assigned by County Administration</li> </ul>	10%

## Qualifications

### Job Requirements

- AS degree or equivalent experience (5 years senior management experience) and/or any equivalent combination of education and experience that provides the required knowledge, skills and abilities.
- Strong background in Operational aspects of Emergency Medical Services.
- National Registry and/or State certification as EMT-Paramedic.
- Current Advanced Cardiac Life Support certification (ACLS).
- Current Basic Cardiac Life Support Certification (BCLS).
- Current Pediatric Advanced Life Support certification (PALS).
- Must be available for recall 24 hours a day for emergency situations. Must be at a designated phone number or able to be contacted by cell phone (provided by Cherokee County). If you plan to be unreachable for 24 hours, must notify the County Administrator
- Must be flexible in work schedule to meet the demands of the county.
- Must attend scheduled and called meetings.
- Must have strong computer skills.
- Must be able to operate a motor vehicle and in possession of a valid driver's license issued by the State of South Carolina
- Must be able to successfully pass a drug screen

### Performance Requirements

#### Knowledge Of:

- Knowledge of clinical skills in basic and advanced life support.
- Ability to exercise authority with logic and consistency.
- Ability to objectively and accurately evaluate the performance of subordinates.
- Knowledge of matters of employee health, safety, and mindful of loss control.
- Knowledge of local, regional, and state laws, rules, and regulations pertaining to EMS, and ambulance operations.
- Ability to delegate effectively.
- Ability to communicate effectively.

- Ability to administer discipline and counsel employees effectively to achieve the desired result.
- Ability to remain calm under pressure.
- Ability to make quick lifesaving decisions.
- Ability to gain respect from others rather than demanding it.
- Ability to minimize stress by identifying problems before they occur and effectively dealing with stressful situations that do occur.
- Intermediate knowledge of business, management, and fiscal skills.
- Basic computer literacy required.
- Approves of all changes in status for operations personnel including but not limited to: job status, shift, schedule changes and promotions.
- Must be trainable with typical college format; able to study and learn independently.
- Able to learn from on-the-job experiences and draw inferences from diverse sources.
- Able to interpret instructions and understand implications using a broad background of knowledge and experience.
- Able to draw inferences and set up effective solutions when unexpected problems arise on the job.
- Able to plan and coordinate logistics in an efficient and cost-effective manner.
- Able to communicate opinions, observations, and conclusions such that they are understood.
- Ability to influence groups to both accomplish tasks and fulfill the needs of their members.
- Knows the key concepts and variables that define the ambulance and EMS industry (e.g.,
- critical issues, economic vulnerabilities, measurements, information sources).
- Intellectual versatility...Recognizing, exploring, and using a broad range of ideas
- and practices. Thinking logically and creatively without undue influence from personal biases.
- Relationship versatility...Adjusting behavior in order to establish relationships across a broad range of people and groups.

- Records and data management skill...Writes good reports and records data in an efficient and easily retrievable form.
- Able to serve as an effective role model for subordinates.
- Negotiation skill...Securing win-win agreements while successfully representing a special interest in a decision situation.
- Objectives preparation skill...Preparing clear statements which describe desired outputs.
- Participates in implementation and evaluation of Loss Control Program.

## Other Information

### Working Conditions

**Primary Work Location:** Cherokee County Administration Building  
110 Railroad Avenue Gaffney, SC 29340

#### **Physical Demands:**

Continuously requires fine dexterity, sitting, handling, vision, foot controls, hearing, twisting, and talking. Frequently requires reaching.

Occasionally requires standing, walking, and climbing short flights of stairs.

Sedentary strength demands include exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.

#### **Environmental Conditions:**

Typically, Office Environment. However, must be adaptive to work in all types of weather conditions, including, but not limited to, rain, snow, heat, etc. this position requires that the EMS Director be physically able to function in the field as a Paramedic.

Due to the uncontrolled environment in the field of emergency medical services, he/she may occasionally be subjected to predisposing themselves to be at risk for:

- A. Bodily Harm
- B. Exposure to Bloodborne Pathogens and other Potentially Infectious Materials (OPIM).

#### **Mental Demands:**

Frequently requires time pressures, emergency situations, frequent change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team, tedious or exacting work, noisy/distracting environment, stress, training, documenting, and multitasking

### **JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY:**

- The incumbent is expected to protect the privacy of all patient information in accordance with the County's privacy policies, procedures, practices, as required by federal and South Carolina law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the County's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment or association with Cherokee County Division of Emergency Medical Services.

- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete assigned job duties. The incumbent may only share such information with those who have a need-to-know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment and/or other county operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the County's policies and procedures on patient privacy and any observed practices in violation of that policy to the County Administrator and/or the Cherokee County Attorney.
- The incumbent is expected to actively participate in County's privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with County policy.

### **Americans with Disabilities Act Compliance**

Cherokee County is an Equal Opportunity Employer. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. Prospective and current employees should contact Human Resources to request an ADA accommodation.

### **Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.