

**FAIRFIELD COUNTY, SOUTH CAROLINA****JOB TITLE: EMERGENCY SERVICES DIRECTOR  
EMERGENCY SERVICES DEPARTMENT****SPECIFIC STATEMENT OF JOB**

Under limited supervision, plans, organizes and directs the operations and activities of the County's Emergency Services Department. Oversees emergency medical department and ensures the department's compliance with all applicable policies, procedures, laws and regulations, and standards of quality and safety. Performs related administrative and supervisory work as required. Reports to the County Administrator.

**ESSENTIAL JOB FUNCTIONS**

Plans, coordinates, directs and supervises the daily programs and services of the County Emergency Services Department.

Supervises eight subordinate supervisors who supervise shift supervisors, a training coordinator, an office manager, field training officers.

Supervises subordinate clerical, administrative and supervisory staff; supervisory duties include instructing, planning and assigning work, reviewing work, maintaining standards, coordinating activities, selecting new employees, allocating personnel, acting on employee problems, appraising employee performance recommending and approving employee transfers, promotions, discipline and discharge, and recommending salary increases. Approves all personnel actions within the EMS operation.

Reviews the work of subordinates for completeness and accuracy; evaluates performance and makes recommendations; offers advice and assistance as needed.

Develops, plans, and participates in training programs for ambulance and rescue personnel.

Develops and implements administrative policies and procedures for the department. Reviews and establishes EMS policy and procedures in accordance with DHEC, Fairfield County.

Ensures department compliance with all applicable policies, procedures, laws and regulations, and standards of quality and safety.

Prepares, oversees and manages EMS budget and reports.

Reviews and approves invoices for payment.

Establishes current and long range goals, objectives, plans and policies for the department.

Establishes incident command at man-made or natural disasters to provide overall management and coordination of all responding personnel and resources.

Coordinates activities of persons involved in rescue, transportation and care of accident catastrophe victims,

and others requiring emergency medical assistance.

Arranges for establishment of emergency medical facilities, staffing of facilities by emergency-trained medical and auxiliary personnel, installation of telecommunication network components, and acquisition of emergency vehicles.

Maintains records of facilities and personnel and periodically inspects facilities to ensure capability of meeting area's emergency needs.

Maintains telecommunication contact with mobile and stationary units comprising emergency service network to coordinate activities of personnel, enlist services of other protective agencies, or provide alternate directions to on-scene emergency personnel when planned procedures are not feasible.

Cooperates with schools and community organizations to encourage public interest in and knowledge of basic and advanced first aid training, and assists groups in development and presentation of classes.

Maintains records of emergency medical service activities, for coordination with records prepared by cooperating institutions; provide data for evaluation of programs. Ensures the maintenance of accurate and up-to-date department records and reports

Prepares reports stating progress, problems, and plans for future implementation of emergency service for community or area, for review by officials of sponsoring agency.

Confers with coordinators of emergency programs in other areas to discuss problems, coordinate activities, and cooperate in area or statewide plans.

Ensures compliance with local and state codes and laws pertaining to licensing, certification and operations of the EMS operation and coordinates with other county agencies in order to provide the services to the EMS operation.

Ensures quality control for EMS operations under the jurisdiction of DHEC, and other regulatory agencies.

Ensures a safe working environment.

Conducts and/or directs studies and research regarding all phases of emergency preparedness and emergency service for use in managerial planning and decision making.

Plans for improvements and expansion of medical, fire and disaster response services to meet short- and long-term demands.

Provides technical assistance to and confers with the County Administrator in the areas of emergency medical services, emergency preparedness, hazardous material response, fire suppression and prevention, and other public safety concerns.

Coordinates department services and activities with other County departments, municipalities, industries and businesses, physicians and hospital personnel, rescue squads, volunteer fire departments and other groups and individuals as appropriate or necessary to provide the best possible emergency services to the public.

Oversees the coordination of rescue squads.

Attends local, regional and state meetings, conferences, seminars, etc., as necessary.

Receives and reviews various documents, including shift reports, incident / accident reports, transport records, budget reports, correspondence, etc.

Prepares, processes and submits various documents, including quarterly reports, annual reports, monthly reports, strategic plans, budget documents, policies and procedures, and various other records, reports, memos and correspondence.

Refers to policy and procedure manuals, computer manuals, budget records, laws / ordinances / regulations, emergency response plans, maps, etc.

Operates a vehicle and a variety of equipment such as a computer, printer, scanner, camera, fax machine, copier, calculator, telephone, two-way radio, pager, audio-visual equipment, etc.

Interacts and communicates with various groups and individuals such as the County Administrator, other County department heads and employees, subordinates, other public safety / emergency response agencies, law enforcement agencies, civic/community organizations, municipal personnel, various other local/state/federal agencies, news media, and the general public.

### **NON-ESSENTIAL JOB FUNCTIONS**

Performs related duties as required.

### **EDUCATION, EXPERIENCE AND CERTIFICATION REQUIREMENTS**

Requires a Bachelor's degree in public administration, business, urban/regional/community planning or related field supplemented by six to nine years of administrative experience in emergency management, planning, health/safety administration or related field, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess a valid state driver's license.

### **REQUIRED CERTIFICATIONS AND LICENSES**

Director must possess the following licenses and certifications: EMT-P, CPR, Advanced Cardiac Life Support (ACLS) American Heart Association, Pediatric Advanced Life Support (PALS), Hazardous materials, operational level from Fire Academy, Rope Rescue Operations, Auto Extrication, Special Ops team Skills, Confined Space Rescue Team, High Level Rescue Team. NIMS 100, 200, 300, 400, 700 & 800.

### **ADA REQUISITES**

Reasonable accommodations may be made to enable individuals with disability to perform the essential functions of this job.

**Physical Requirements:** Tasks involve the ability to exert very moderate physical effort in the performance of light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which involves the lifting, carrying, pushing and/or pulling of items of moderate weight (up to 50 pounds) on a daily basis and heavier items (up to 100 pounds) as required in emergency situations. Employee may occasionally be exposed to wet and/or humid conditions, moving mechanical parts, high, precarious places; fumes or

airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; explosive, risk of radiation and vibration. Noise level is usually moderate.

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor and giving instructions and direction to subordinates.

**Language Ability:** Requires ability to read a variety of policies and procedures, financial documents, technical / professional reports, statistical reports, maps, etc. Requires the ability to prepare statistical and narrative reports, strategic plans, budgets, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to use influence systems in staff supervision; to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to teach and counsel employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages used within the parameters of the job, including emergency planning, telecommunications, budgeting, medical, etc.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion. Must be able to use practical applications of statistics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office and specialized machinery; to operate motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under extreme stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to danger or risk to a slight degree and to tension as a regular, consistent part of the job.

**Physical Communications:** Requires the ability to talk and hear. (talking: expressing or exchanging ideas by

means of spoken words; hearing: perceiving nature of sounds by ear).

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of Fairfield County as they pertain to the performance of duties of the Emergency Services Director. Has considerable knowledge of the functions and interrelationships of the hospital and County and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to ensure departmental compliance with all laws and regulations and control the activities of the department through effective supervision. Has considerable knowledge of principles and practices of emergency preparedness planning, emergency medical service, fire suppression and prevention service and hazardous materials response. Is able to develop, coordinate and implement effective emergency response plans for natural and man-made emergencies and disasters. Is able to make critical decisions in life-threatening situations with accuracy and in a timely manner. Knows how to react calmly and quickly in emergency situations. Has knowledge of the occupational hazards and safety precautions of the industry. Is able to coordinate the efforts of multiple agencies toward a common goal. Has good knowledge of and skill in using public relations and public education tools and techniques. Knows how to make public presentations. Is able to make sound, educated decisions. Knows how to plan, organize and direct a diverse administrative, supervisory and support staff. Knows how to apply supervisory and managerial concepts and principles; has knowledge of administrative principles involved in developing, directing and supervising various programs and related activities. Has the ability to offer instruction and advice to subordinates regarding departmental policies, methods and regulations. Is able to perform employee evaluations and to make recommendations based on results. Has the ability to offer training and assistance to co-workers and employees of other departments as required. Has the ability to use independent judgment and discretion in supervising various programs including the handling of emergency situations, determining procedures, setting priorities, setting schedules, maintaining standards, planning for future County needs and resolving problems. Has the ability to plan and develop daily, short- and long-term goals related to County purposes. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology, including the use of computers for word and data processing and records management. Has the mathematical ability to handle required calculations. Is able to compile, organize and utilize various financial information necessary in the preparation of the departmental budget, and knows how to prepare and monitor the budget. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Is able to produce quality work despite the stress of deadlines. Has comprehensive knowledge of the terminology and various professional languages used within the department. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within

deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**Planning:** Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

**Organizing:** Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

**Staffing:** Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

**Leading:** Provides a work environment which encourages clear and open communications. Has a clear and

comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

**Controlling:** Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

**Delegating:** Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

**Decision Making:** Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

**Human Relations:** Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

**Policy Implementation:** Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

**Policy Formulation:** Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**