



KOOTENAI COUNTY EMERGENCY MEDICAL SERVICE SYSTEM Chief Officer Job Description

Job Title:	Chief Officer
Reports To:	Kootenai County Emergency Medical Services Joint Powers Board
FLSA Status:	Exempt
Wages/Benefits:	\$130,000 - \$133,000 Annually, Healthcare, PERSI retirement, PTO & Paid Holidays
Work Hours:	40 hours + per week, typically M-F 0730-1600, call out, evenings/weekends and special events as needed.

Summary: The Chief Officer is the executive position for Kootenai County EMS System (KCEMSS). This position oversees and directs all KCEMSS services, personnel and operations. Responds to emergency scenes as both a provider and/or as part of the command staff. Represents KCEMSS interest with local, state and national organizations involved in EMS delivery, operations or advocacy. This is a “hands-on” position and requires active participation in the day-to-day functions of KCEMSS.

Main Job Tasks and Responsibilities:

- Oversee the day-to-day operations of KCEMSS.
- Oversee effective delivery of EMS services through the work of contracted fire departments and contracted private EMS providers.
- Continuously evaluate, develop, and recommend changes and /or policies to the Joint Powers Board that will improve overall county wide EMS service delivery.
- Oversee the development of EMS system quality assurance and data collection.
- Maintain relationships with external resources.
- Maintain compliance with technical practices and current EMS laws and regulations.
- Maintains and updates as need the Kootenai County Disaster Management plans and coordinates the implementation with County agencies and system partners.
- Apply for, administer and report on grant opportunities that support the core functions of the System.
- Responsible for the implementation, update and adherence to contracts including but not limited to:
 - Partner Agencies (Master Provider Agreement)
 - Medical Director Contracts
 - Ambulance Billing Services Contract
 - Insurance Contracts
 - MOUs
- Performs immediate supervision of all key KCEMSS staff and staff activities.
- Present the annual budget to the KCEMSS Joint Powers Board and to the Board of County Commissioners for approval. Implement and monitor budgetary issues.
- Prepare and implement long and short term goals to improve the efficiency and efficacy of the service provided by the system.
- Oversee the Medical Director’s participation and medical supervision of KCEMSS/Partner Agencies licensed personnel.
- Responsible for meeting all requirements to maintain State EMS licensing.
- Creates and maintains policies and procedures for KCEMSS staff and providers.
- Hires (with approval of Joint Powers Board) and oversees KCEMSS staff.
- Functions in the Duty Chief role including responding to emergency incidents as needed.
- Oversees and actively participates in various programs and functions within KCEMSS.
- Active involvement at the state and federal level in EMS issues.

Qualifications:

Knowledge of:

- Principles and practices of emergency medical services, public sector organization, public safety communications, emergency management, and program operations.
- General medical services, terminology, equipment, systems, and regulations governing Emergency Medical Services in Idaho.

- Ambulance billing procedures and regulations. In-depth understanding of billing requirements and processes.
- Regulations imposed by HIPAA, Medicare and Medicaid and its effect on operations and funding.
- Principles and practices of effective budgeting, financial management, personnel management including supervision and training.
- Broad knowledge and understanding of EMS and Disaster management.
- Broad knowledge of medical dispatch systems.
- Federal and State narcotics issues and licensing.

Ability to:

- Lead, motivate and mentor, create a team player approach, and effectively facilitate multi-stakeholder and/or multi-jurisdiction meetings to reach consensus.
- Apply critical thinking, problem solving, and collaborative approaches to improving program services.
- Effectively plan, assign, direct, and evaluate the work of assigned management and subordinate staff, including delegating responsibility and authority and ensuring Agency directives are accomplished through their work.
- Establish and maintain positive and professional working relationships with employees, contract agencies, elected officials, and other local, state, and federal governmental jurisdictions, vendors and the public.
- Ability to exercise sound judgment in evaluating situations and in making decisions.

Education and Experience:

Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be equivalent to:

- Bachelor's degree from an accredited college or university in public safety, public administration, business management or relevant field of study.
- Five (5) years of progressively responsible and high-level management experience coordinating the operations of a multi-agency public safety organization.
- Five (5) years of progressively responsible personnel management and supervisory experience.
- Demonstrates knowledge, skills, and abilities to make effective decision, interpersonal communications and conflict resolution, and the ability to successfully supervise, motivate, correct, train, and evaluate staff.
- Successful completion of ICS 100, ICS 200, ICS 300, ICS 400, NIMS 700, and NIMS 800.
- Current Idaho Paramedic License or must be able to obtain within 90 days.

Other Requirements

- Idaho State Driver's License
- Ability to operate emergency medical vehicles.
- The position has been designated safety sensitive and therefore the incumbent is subject to random drug testing

Work Environment (Essential functions)

Work is performed primarily in an office setting, with occasional field work necessary for functional oversight and with moderate travel to and from local and regional trainings, meetings, conferences or similar. Incumbent works with personal computers, telephones, and other general office equipment that requires detailed dexterity. Work involves moderately extensive keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of standard office supplies, medical supplies, and equipment, such as paper, binders, heart monitors, oxygen bottles, bundles of linen, and more. Some walking, bending and carrying of heavy items is required. In the process of moving equipment around there is a possibility of exposure to blood borne pathogens.

Physical Demands typically involved, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone, radio and other communications equipment
- Speak clearly and concisely in English to a broad variety of small or large audiences, including verbally presenting information or responding to inquiries at Board meetings, public or political hearings, and related

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communication formats
- See and use all related communications equipment including telephones, radios and computer monitors
- Ability to read, analyze, and interpret the most complex documents, manuals, and journals; to respond effectively to the most sensitive inquiries or complaints
- Specific vision abilities include; close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Acuity and Alertness:

- Understand, research and respond to complex and varied information and instructions, including broad application of policies, procedures, laws, and regulations under complex circumstances
- Manage and accomplish multiple tasks and priorities in a timely manner and with a high level of accomplishment and accuracy
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion
- Be generally available for on-call and/or irregular hours in case of emergency situations, such as activation of the Emergency Operations Center

Manual Dexterity and Typing:

- Moderate use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office or communications center setting
- Performing regular tasks requiring general manual dexterity

Physical Dexterity:

- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 80 pounds in weight

Disclaimer:

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in this job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.