EMS/Fire DEPARTMENT

Operations Support Specialist

REPORTS TO: EMS/Fire Chief ~~EMS Director~~ Non-Exempt

SUMMARY OF POSITION

The purpose of this position is to perform a variety of administrative and operational duties and provide organizational support as requested by the EMS/Fire Chief or Deputy Chief-EMS ~~Director~~ to assist in the day-to-day operations of the EMS Department.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Prepares, files, records, and maintains a variety of reports, memos, records agendas, minutes, and other correspondence, as assigned by the EMS/Fire Chief or Deputy Chief-EMS ~~Director~~.
- Attends board meetings, staff meetings, and other special meetings including evening meetings as requested.
- Record and distribute meeting minutes and maintain meeting-related files.
- Answer department phones; greet and assist residents and customers; provide information regarding departmental services; refer callers to appropriate personnel/department; take and relay messages, etc.
- Review, organize, and verify invoices, prepare purchase orders with account numbers for bills and enter them into the computer system for budget monitoring; submit to the Deputy Chief-EMS ~~Director~~ for signature prior to submission to the City's accounts payable clerk.
- Order and stock all ambulance/departmental supplies; provide a cost comparison for all supplies, including medications. Retrieve supplies as needed from local vendors.
- Schedule meeting rooms and arrange for equipment needed. Check the eligibility of groups using rooms and post-meeting information on the City website.
- Provide administrative assistance to the EMS/Fire Chief or Deputy Chief-EMS ~~Director~~ as requested and to other staff as directed by the EMS/Fire Chief or -Deputy Chief-EMS ~~Director~~.
- Maintain and update inventory and fixed asset records and other inventory lists/reports/print-outs as needed.
- Monitor ambulances daily for essential equipment and supplies. Test and update equipment and ambulance for working order (Defibrillators, medications, instruments, etc.).
- Prepare and track payroll for the EMTs, and submit to the EMS/Fire Chief or Deputy Chief-EMS ~~Director~~ for review and approval.
- Maintain current road map directions (including electronic software) in ambulances.
- Assist with the coordination of in-house and community-wide CPR Classes providing administrative support as determined by the EMS/Fire Chief or Deputy Chief-EMS ~~Director~~.
- Assist in providing education, safety, and injury prevention presentations to schools and communities as assigned by the EMS/Fire Chief or Deputy Chief-EMS ~~Director~~.

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QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High school diploma, or equivalent, and two years of administrative experience including public contact, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- Must be proficient with Microsoft Office Suite.
- Knowledge of Emergency Medical Services is preferred, but not required.
- Background check, physical/drug screen & reference checks required.

Language Skills and Interpersonal Skills

- Ability to classify, compute, and tabulate data and information, following a prescribed plan requiring the exercise of some judgment. Ability to compare, count, differentiate measure, and sort information. Ability to assemble, copy, record, and transcribe data and information.
- Ability to take and follow directions from others.
- Ability to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations.
- Ability to utilize a variety of advisory data and information, such as ambulance run reports and data, payment records and accounts, graphs, vehicle maintenance records, monthly activity reports, insurance forms, annual and monthly financial reports, financial statements, computer software, operating manuals, insurance instruction handbooks, statutes, procedures, guidelines, and non-routine correspondence.
- Ability to successfully communicate with EMS personnel, law enforcement, customers, medical care providers, and the general public.

Mathematical Ability

- Ability to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.

Judgment and Situational Reasoning Ability

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.
- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable criteria.
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Physical Abilities Required to Perform Essential Position Functions

- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.
- Ability to operate office equipment and machinery requiring simple but continuous adjustments, such as computer keyboard/typewriter, video/electronic equipment, computer printer, telephone, and emergency communication equipment.
- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements such as rapid keyboard use.
- Ability to exert light physical effort in sedentary to light work, typically associated with office work, occasionally lifting, carrying, pushing, and pulling up to 50 pounds to stock supplies.
- Ability to recognize and identify degrees of similarities or differences between characteristics of colors, forms, sounds, and odors associated with job-related objects, materials and tasks.

Environmental Adaptability

- Ability to work under occasionally unsafe and uncomfortable conditions where exposure to environmental factors such as temperature variations, odors, toxic agents, smoke, potential violence, noise, wetness, machinery, electrical currents, disease and/or dust can cause discomfort and where there is a risk of injury.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____