



Job Description for:
Division Chief of Support Services
Kootenai County Emergency Medical Services System

Job Title:	Division Chief of Support Services
Reports To:	Chief of EMS
FLSA Status:	Exempt
Work Hours:	40 hours + per week, typically M-F 0730-1600, call out, on call rotation for evenings and weekends and special events as needed.
Salary/Benefits:	\$85,722 - \$93,522 plus Staff Vehicle, Uniforms, Healthcare, Retirement, PTO & Paid Holidays.

Position Summary:

The Division Chief of Support Services (Support Services Chief) is a paramedic response position (when system needs require it) and is a highly responsible managerial position requiring abilities in planning, organizing, and directing fleet, equipment, and facilities management activities for Kootenai County EMS. This position will maintain an asset reporting and tracking system and implement a maintenance program for all the assets of Kootenai County EMS. This will include a comprehensive vehicle maintenance program, capital equipment program, medical supplies and fuel program, and a facility maintenance program. The person in this position will also participate in the KCEMSS Duty Chief rotation including being part of the Kootenai County Type IV IMT. This position serves as a liaison between KCEMSS, EMS System Agencies, and external system partners. This position carries the rank of Division Chief, reports to the Chief of EMS, and partners with the EMS service providers, Medical Directors, EMS System vendors and local and regional stakeholders to carry out the essential functions of this job.

Essential Duties and Responsibilities:

The following duties are representative of the general functions of the position. They are not intended to represent the entire function capacity of the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without reasonable accommodations.

- Respond to emergency scenes both as a paramedic and in the role of incident command when needed.
- Responsible for the overall management and logistical demands of the KCEMSS apparatus, equipment, supplies and facilities.
- Maintain a comprehensive capital equipment program to include:
 - An asset tracking system to know where each piece of equipment is located/housed and how it's being used.
 - Create a preventative maintenance (PM) program for all capital equipment that is regularly updated, published and completed.
 - Develop a capital equipment rotation plan between departments/stations so that equipment is equally utilized.
 - Create a formal process for capital equipment acquisition (establish need, product research and testing, RFP/bidding, purchase, training, deployment, and PM)
 - Future planning (5 and 10 year)
 - Must be willing to obtain the knowledge necessary to complete preventive maintenance on gurneys and monitors and complete that maintenance when needed.
- Manage a comprehensive vehicle maintenance program that includes:
 - Evaluate and establish contracts for vehicle maintenance.
 - Establishing an effective/efficient rotation of ambulances for maintenance and semi-annual station rotation.
 - Establish an effective and efficient reporting system for KCEMSS agencies to better identify and track maintenance issues.
 - Work with warranty departments at both chassis and ambulance manufacturer to streamline warranty claims and work.
 - Establish a maintenance tracking system that identifies everything completed and needed on each vehicle as well as tracking the location(s) current and prior of each vehicle.
 - Research and evaluate options for purchasing new or remounting ambulances.
 - Establish a vehicle safety committee with the KCEMSS agencies to address accident/incident prevention, training needs, vehicle equipment needs.

- Manage and improve a KCEMSS fuel program that includes:
 - Developing partnerships in fuel buying to grow volume discounts.
 - Consider multiple vendors.
 - Evaluate pre-buying in bulk depending on price and storage options.
 - Consider a 2-year RFP for fuel purchases.
- Maintain a medical equipment (non-disposable, non-capital) program that includes:
 - Continuing/maintaining/growing the system standardization of all medical equipment.
 - Be the KCEMSS representative to the equipment/device committee (multi-department).
 - Establish and develop relationships with vendors.
 - Perform short term and long-term equipment needs assessment and provide input for the annual budget.
 - Work with partner agencies including licensed QRU's in all medical equipment planning and purchasing.
 - Develop/Maintain a plan for oxygen use and management for the System.
 - Add all medical equipment to the asset management and tracking system.
- Manage and improve programs for evaluation, purchasing and distribution of disposable medical supplies that include:
 - Maintain a supply tracking system that addresses stock, use and ordering. (Currently using Operative IQ)
 - Monitor existing vendor pricing to assure pricing remains optimal.
 - Manage and improve a central supply system that addresses:
 - PAR level storage at stations/agencies based on usage and data.
 - Ordering, tracking, distribution, and disposal processes for medical supplies and pharmaceuticals.
 - Bulk ordering/storage of frequently used supplies.
 - Reduce stock/ordering for infrequently used and costly items.
 - Develop and implement a rotation/use plan for all expiring supplies.
 - A focus on internal (KCEMSS agencies) customer service.
 - Evaluate, through the equipment committee, what supplies (kinds, brands, numbers, etc.) we use and if comparable alternatives exist.
 - Develop an RFP and contracting system to assure KCEMSS continues to receive competitive pricing.
- Develop local, regional and state relationships that will address the potential for the following:
 - Possible development of group buying programs with other EMS agencies in the region.
 - Forming more relationships/partnerships with Kootenai Health related to medication purchase, linen services, supply purchase, etc.
 - Look for opportunities to improve our access and other needs at Kootenai Health.
 - Evaluate purchasing partnerships with local and regional fire departments to reduce costs and increase efficiency.
- Develop KCEMSS and system-wide policies for all projects listed above.
- Maintain KCEMSS Facilities including:
 - Select and oversee landscaping, snow removal and janitorial service contractors.
 - Oversee all other facility maintenance needs.
 - Construction project management.
- Advises and makes decisions on unusual and difficult problems encountered by subordinate officers.
- Supports administration in identifying, developing, and implementing new procedures.
- Upholds and promotes a positive image of KCEMSS, internally and externally.
- Provides positive and strong leadership to subordinate personnel.
- Maintain and exhibit discretion and integrity at all times when handling confidential information.
- Demonstrates support for the Chief's philosophies, goals, and objectives in promoting and fulfilling departmental mission.
- Participate in the KCEMSS Duty Chief rotation including being part of the Kootenai County Type IV IMT.
- Provide basic and advanced life support patient care as needed.
- Sit on committees and projects associated with position.
- Present a monthly support services division chief report to the KCEMSS Joint Powers Board.
- Attend EMS related meetings/conferences as required.
- Perform other related work as required.

Qualifications:

Knowledge of: Department rules, policies and procedures; research methods; incident command system principles and procedures; and current practice of pre-hospital medicine. **Ability to:** Communicate effectively both orally and in writing; lead and participate in work teams; constructively engage stakeholders; manage projects; observe and constructively direct the work of subordinates; and establish and maintain effective working relationships with

partners. **Skilled in:** Application and operation of medical equipment; emergency driving, ambulance navigation, and map reading; presentation of training programs; data retrieval from various electronic sources.

Experience, Education and other requirements:

- 10 plus years of EMS experience with at least five (5) in a paramedic capacity is required.
- Three (3) years of administrative/supervisory experience as a company officer or above is required.
- Bachelor's degree from an accredited college or university preferred, or equivalent combination of education and experience.
- Experience in an ALS fire-based EMS delivery system; EMS instruction, equipment planning/acquisition, supply ordering, process development, mechanical aptitude and project management experience is desirable.
- Must live in Kootenai County, Idaho to meet response requirements.
- Must be an Idaho Paramedic or be able to obtain Idaho Paramedic licensure within 6 months. Must maintain clinical competence as a paramedic.
- Must have NIMS ICS 700, 100, 200 and 300 certifications. NIMS/ICS 400 is desirable.
- Computer proficiency with MS Office, database management, and reporting is required.
- Must possess a valid Idaho State driver's license or be able to obtain an Idaho driver's license within 6 months and must have the ability to meet vehicle insurance requirements.
- Must possess experience and the ability to meet requirements for operation of emergency medical vehicles.
- The position has been designated as "safety sensitive" and therefore the incumbent is subject to random drug testing.
- A thorough background and character investigation will be conducted for the specific purpose of obtaining pertinent data for KCEMSS to consider in determining suitability for employment. Eligible candidates will be requested to authorize a release of personal information, including but not limited to: educational, financial/credit agencies and institutions, employment history, legal complaints, arrests or convictions, and motor vehicle history. KCEMSS reserves the right to reject any eligible candidate who, on the basis of background and character investigation, does not appear to be a suitably qualified candidate for the position.

Problem Solving and Decision Making:

Incumbent must have the ability to set and meet time-critical goals, manage projects, ability to analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations. Incumbent must have the ability to balance logistical demands with available financial, human, and physical resources in order to ensure accomplishment of departmental missions.

Work Environment (Essential functions)

Work is performed primarily in an office and warehouse 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 involve, 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.

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.
- Ability to move and manipulate equipment to perform preventative maintenance.