



KOOTENAI COUNTY EMERGENCY MEDICAL SERVICES SYSTEM

Job Description for: SUPPORT SERVICES TECHNICIAN

Job Title:	Support Services Technician
Reports To:	Division Chief
FLSA Status:	Non-Exempt
Work Hours:	40 hours per week, typically M-F 0730-1600
Wages/Benefits:	\$24.00/Hour, Healthcare, Retirement, PTO & Paid Holidays

Position Summary:

The Support Services Technician will assist the Division Chief to ensure all assets of KCEMSS are tracked, well maintained, and delivered for service. This will include daily trips to various locations throughout the county with daily interactions with fire department and hospital personnel. This position will be held to a high standard as a representative of Kootenai County EMS providing customer service to KCEMSS partners.

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 accommodation.

- Maintain KCEMSS Facilities including:
 - Shop cleanup / organization and facility maintenance as needed
 - Grounds maintenance including some minor landscaping / hardscaping repairs / shoveling and deicing
 - Assist with future construction projects
- Receiving of shipments; verify contents against packing slips and assist with stocking supply bins
- Delivery of supplies and equipment to fire stations throughout Kootenai County on a regular basis
- Perform forklift operations in KCEMSS warehouse as needed
- Assist with maintenance of medical equipment (training provided)
- Pickup medical reports and check on the oxygen generator daily at Kootenai Health
- Data entry of asset management information into Operative IQ data base including:
 - Tracking of where each piece of equipment and apparatus is located/housed and how it's being used
 - Assist with a preventative maintenance (PM) program for all capital equipment
 - Track Training Equipment and develop tracking system when issued to fire districts
 - Enter fuel usage and outside maintenance monthly into Operative IQ by vehicle
 - Narc box management
- Assist with rotation of soon to expire medical supplies
- Assist with capital equipment rotation between stations so that equipment is equally utilized
- Yearend inventory of medical supplies in KCEMSS apparatus
- Pick up linens from Hospice and other facilities when needed
- Trained to provide back-up support for supply order processing for fire districts
- Maintain and exhibit discretion and integrity at all times when exposed to confidential information
- Other duties as assigned

Education and Experience Requirements

- High School Diploma or equivalent
- 2 Years previous experience in a warehouse / shop environment preferred
- Competent computer and office equipment skills
- Internet skills including use of e-mails, group messaging and information gathering
- Must possess and maintain a current and valid driver's license with an acceptable driving record
- Forklift experience a plus
- Good writing, grammar, and numerical skills
- CPR certified, or able to obtain certification within 6 months of employment

Characteristics:

- Ability to follow verbal and written instructions
- Ability to effectively communicate verbally and in writing
- Customer focus

- Accountable and ethical conduct
- Stress management / composure
- Problem solving / analysis
- Teamwork oriented

WORK ENVIRONMENT & PHYSICAL DEMANDS: *items described here are representative of those that must be met by an employee to successfully perform the primary elements (essential functions) of this job.*

While performing the duties of this job, the employee regularly works inside a standard shop/warehouse environment; daily exposure to outside weather conditions, including temperature extremes during the day. Individual is occasionally exposed to hearing alarms, machines, and hazards associated with the maintenance and repair of heavy apparatus and equipment, including noxious odors, fumes, chemicals, solvents and oils. Work is occasionally performed under hazardous and adverse conditions, including but not limited to proximity to moving mechanical equipment, apparatus, or electrical currents; high noise environments requiring hearing protection; elevated heights and confining spaces. The individual may be exposed to heights of 14 feet. While performing the duties of this job, the employee is routinely required to see; sit; talk; hear; smell; stand; walk; balance; stoop/bend; kneel/squat; slide; crouch; crawl; use of hands and fingers to feel, handle, lift, pinch, push, pull, grip, carry, climb, spray; or operate objects, tools or controls; and reach with hands and arms away from body and over-head and repetitive motion. The individual must regularly lift or move up to 50-75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.