

Emergency Medical Services (EMS) Director



Department: Emergency Medical Services

GENERAL STATEMENT OF JOB

The EMS Director serves as the administrative and operational head of the Emergency Medical Services Department and is responsible for planning, organizing, directing, and evaluating all EMS operations for the County. The EMS Director must maintain continuous operational awareness and performance of a 24/7 emergency response system, ensure strict compliance with performance standards, lead personnel through high-stress and high-liability environments, and uphold the highest levels of clinical excellence and public trust. The EMS Director ensures the delivery of high-quality emergency medical care, compliance with applicable federal, state, and local regulations, and alignment with the policies and direction established by the Medical Director, County Manager and Board of Commissioners. Employee cultivates and maintains a positive, professional, efficient, and ethical organizational culture. Reports to the County Manager.

This is a new leadership position responsible for establishing and developing the Emergency Medical Services department. Duties and responsibilities will evolve over time as programs, staffing, and operational needs are defined.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Plans, directs, and supervises all operations of the Emergency Medical Services Department, including emergency response, transport services, training, and community outreach programs.
- Ensures compliance with all applicable federal, state, and local laws, regulations, and standards governing EMS operations, including North Carolina EMS rules and medical protocols.
- Develops standard operating guidelines (SOGs), standard operating procedures (SOPs), and other uniform documents as needed.
- Develops, implements, and enforces policies, procedures, and protocols to ensure efficient, safe, and effective EMS service delivery.
- Oversees the training, evaluation, discipline, and supervision of EMS personnel in accordance with County policies.
- Serves on the EMS Peer Review Committee and acts as liaison between the County, medical director, hospitals, and other emergency response partners regarding EMS issues.
- Prepares, administers, and monitors the EMS department budget; evaluates operational and capital needs; and makes recommendations for funding and resource allocation.
- Ensures proper maintenance, inventory, and replacement planning of EMS vehicles, equipment, and supplies.

- Coordinates with the Tax Administration Department to ensure proper and effective patient billing and/or collections.
- Assists with the procurement and disposal of equipment.
- Oversees quality assurance and improvement programs, ensuring continuous evaluation of patient care and operational performance.
- Responds to major incidents, disasters, or emergencies as needed and coordinates EMS operations within the Incident Command System (ICS). During disasters and large-scale incidents, operates under the direction of the Emergency Management Director.
- Prepares reports and provides regular updates to the County Manager and Board of Commissioners regarding EMS operations, performance metrics, and departmental needs.
- Develops and coordinates training programs to ensure personnel maintain required certifications and competencies.
- Promotes public education initiatives related to home safety, injury prevention, and EMS awareness.
- Maintains accurate records, reports, and documentation as required by regulatory agencies and County policies.
- Coordinates as needed with other emergency response departments and appropriate personnel.
- Serves as the primary public information contact for EMS-related matters when appropriate.
- Serves as the EMS System Administrator.
- Will be on-call 24/7 and will be expected to fill in as a paramedic if needed.
- Performs other related work as required.

REQUIRED EDUCATION AND EXPERIENCE

Bachelor's degree in Emergency Medical Services, Public Administration, Healthcare Administration, or a related field preferred. Minimum of 7–10 years of progressively responsible experience in emergency medical services, including supervisory or administrative experience; or any equivalent combination of training and experience which provides the required skills, knowledge, and abilities.

Experience as an EMS Director is preferred.

Licenses and Certificates:

- Valid driver's license
- Current NC EMS Paramedic credential

KNOWLEDGE, SKILLS, AND ABILITIES

The following generally describes the knowledge and abilities required to perform the job or which must be learned within a short period of time to successfully perform the assigned duties.

- Thorough knowledge of modern EMS principles, practices, and procedures.
- Thorough knowledge of federal, state, and local laws, rules, and regulations governing EMS operations.
- Thorough knowledge of emergency medical protocols, equipment, and patient care standards.
- Thorough knowledge of personnel management, supervision, and training practices.
- Considerable knowledge of budgeting, financial management, and resource allocation.
- Considerable knowledge of emergency preparedness, disaster response, and incident command systems.
- Skill in the operation and oversight of EMS equipment and systems.
- Skill in analyzing data, preparing reports, and making operational recommendations.
- Ability to lead, direct, and evaluate personnel in a high-stress environment.
- Ability to communicate effectively both orally and in writing with staff, officials, and the public.
- Ability to establish and maintain effective working relationships with employees, public officials, partner agencies, and the general public.
- Ability to make sound decisions quickly in emergency situations.
- Ability to interpret and apply policies, procedures, and regulations.
- Ability to plan, organize, and manage multiple projects and priorities simultaneously.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- This work requires the regular exertion of up to 25 pounds of force and frequent exertion of over 100 pounds of force
- Must meet the physical requirements necessary to perform administrative and, when needed, field response duties.
- Requires the ability to communicate effectively in both emergency and non-emergency situations.
- Requires the ability to read and prepare reports, records, and technical documents.
- Requires the ability to analyze complex situations and respond appropriately under pressure.
- Work may involve exposure to hazardous environments, infectious diseases, and emergency scenes.
- Work includes both office and field settings, with availability required for emergency response situations.
- Requires the ability to work extended hours, nights, weekends, and holidays as needed.

FLSA Status: Exempt

Disclaimer: This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The County of Ashe reserves the right to assign or otherwise modify the duties assigned to this classification.

Equal Opportunity and ADA Employer Statement

The County of Ashe is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other status protected by law. The County complies with the Americans with Disabilities Act (ADA) and will provide reasonable accommodations to qualified individuals with disabilities upon request.