

EMERGENCY TRANSPORTATION ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: An Emergency Transportation Administrator works with the Mesa Fire and Medical Department's senior staff to develop the vision, mission, and long-term direction of the emergency medical transportation services program. This class oversees and directs the three main components of the transportation program: field operations (civilian ambulance crews), business management, and regulatory compliance. Duties related to the oversight, planning, and direction of the program include: coordinating with Department staff and City data analysts to create data-driven transportation program operational and deployment plans; working with national, regional, and local experts, Department senior staff, and Fire's Emergency Medical Services (EMS) Division to ensure Mesa's program operates at the forefront of change in the EMS industry; participating as a key member of regional committees and serving as a liaison with external stakeholders such as private ambulance providers, automatic aid agency partners, hospital networks, and the Arizona Department of Health Services (AZDHS) to facilitate consistency and efficiency in the regional pre-hospital system; budget/financial management and reporting; and providing reports and presentations on the transportation program to City Council and City Management.

The Emergency Transportation Administrator also oversees the transportation program's daily operations management. Critical decisions made by the incumbent include staff selection and development; program modeling innovations and modifications (examples: shift schedules, facilities, and response levels); and the establishment and analysis of performance metrics. Duties include: developing policies and procedures to improve operational effectiveness and enhancements to services provided to ensure that the program complies with quality assurance of patient care; developing and evaluating performance measures; coordinating with Fire's EMS and Operations Divisions to ensure transportation services and personnel integrate seamlessly and efficiently into first-response operations; developing and managing the annual budget for the transportation program; managing program revenue, including monitoring rates/charges and all aspects of the revenue cycle; managing all program costs including labor, overtime, scheduling, and staffing; reviewing daily ambulance metrics and addressing exceptions; supervising and evaluating the work of professional and paraprofessional staff to ensure effective delivery of services by paramedic and Emergency Medical Technician (EMT) field personnel; and ensuring compliance with ambulance-specific federal, state, and local regulations. This class is also responsible for performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The Emergency Transportation Administrator is required to exercise initiative and independent judgement in directing the transportation program and guiding its strategic direction as it expands. This class is expected to exercise considerable independence in resolving problems, facilitating solutions, and providing appropriate written and verbal communication with staff, the public, elected officials, City management, and other interested parties as required. This class receives general supervision from an Assistant Fire Chief, who reviews work through conferences, reports, and the evaluation of overall results achieved. This class is distinguished from the Emergency Medical Transportation Operations Supervisor by its responsibility for overseeing the entire transportation program and providing strategic direction over operations, business management, and regulatory

compliance while the former has closer involvement in the day-to-day operations of the program and implements the strategies, policies, and procedures set by the Administrator. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required.

Graduation from an accredited college or university with a Bachelor's Degree in Business Administration/Management, Public Administration, Finance, Fire Service/EMS, or other related field. Five years of progressively responsible administrative experience (performing duties such as: researching and analyzing data, making recommendations to management and/or for problem resolution, developing and monitoring budgets, etc.), at least two years of which are responsible for managing and directing the operations of a business division including direct supervision of personnel.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date. For this position, an individual cannot be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE).

Preferred/Desirable Qualifications.

Graduation from an accredited college or university with a Master's Degree and/or advanced certifications in Business Administration/Management, Public Administration, Finance, Fire Service/EMS, or other related field is preferred. Experience in a Fire or EMS organization and/or municipal government experience at a management level is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with subordinates, Fire senior staff, City management, other City employees, vendors, surrounding agencies, hospitals, and public officials in order to manage and develop the emergency medical transportation program and facilitate consistency and efficiency in the regional pre-hospital system. Communicates verbally and in writing to express ideas, concepts, and conclusions to Fire senior staff regarding the current and future state of the expanding program and in support of continuously improving services. Delivers transportation program presentations and reports to City Council and City management. Communicates SOPs and service guidelines to supervisory personnel who implement and enforce the procedures with subordinate personnel. Prepares written documents, including reports, memos, forms, manuals, etc. with clearly organized thoughts and using proper sentence construction and grammar. Authors, revises, and disseminates updates to policies, procedures, operations, safety guidelines, justifications (program budget), personnel recommendations, and program review and/or analyses in order to improve operational effectiveness and enhancements to transportation services. Coordinates medical transportation operational concerns, needs, and logistics with the Operations and EMS divisions to ensure that services and personnel integrate seamlessly into operations.

Manual/Physical: Reviews the performance of personnel to ensure compliance with standard operating procedures and governmental regulations. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to travel to various locations including fire stations, City buildings, and off-site locations to interact with subordinate personnel, attend meetings, and deliver presentations and reports. Operates a variety of standard office equipment such as a personnel computer (PC), printer, copier, and telephone. Operates a variety of software including word processing, spreadsheets, databases, and other programs to develop budgets and presentations, author reports, develop and update policies and procedures, and analyze program data. Meets scheduling and attendance requirements.

Mental: Coordinates with Fire data analysts and staff to create data-driven operational and deployment plans. Analyzes data and makes recommendations in a written report format to senior-level management regarding purchasing, budgeting, eliminating processes, providing estimated costs, and identifying future regulatory, compliance, training, and safety needs. Coordinates work activities and program functions with other Fire divisions, other cities and agencies, and private service providers related to emergency medical transportation.

Develops policies and procedures and short and long-term objectives for the transportation program. Develops and monitors performance measures to keep the program at the forefront of the industry. Develops and manages the program budget and operational costs. Provides guidance on daily operations and evaluates the work of supervisors and their respective subordinate staff. Participates on regional committees and coordinates with external stakeholders such as private ambulance providers, automatic aid agency partners, hospital networks, and AZDHS to facilitate consistency and efficiency in the regional pre-hospital system.

Knowledge and Abilities:

Knowledge of:

strategic planning methodology;
the principles, practices, and procedures of employee supervision, including hiring, evaluating, and training;
program management and performance measures; and
the principles of budgeting, accounting systems, and data analytics.

Ability to:

effectively plan, direct, and manage the emergency medical transportation services program;
work effectively with national, regional, and local experts, Department senior staff, and Fire's EMS Division;
establish strategic initiatives to grow and improve the emergency medical transportation services program;
develop program goals and performance measures;
establish work standards and operating procedures to ensure operational efficiency, compliance with regulations, and adherence to quality assurance of patient care;
direct, supervise, motivate, and develop subordinate personnel;
develop effective supervisory skills in subordinates;
think conceptually, observe and evaluate trends, analyze data, draw logical conclusions, and make sound recommendations;

independently and/or collaboratively research and resolve complex problems;
maintain confidentiality of records and information as well as use discretion when dealing with sensitive issues;
establish and maintain working relationships with subordinate personnel, management, other City employees, personnel from other medical transportation providers, vendors, and professional organizations;
communicate effectively in oral and written forms;
work effectively under deadlines and prioritize work; and
use PCs and applications including the Microsoft Office suite and other common and contemporary business platforms.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

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EEO- O/A

JOB FCTN- ADM

INCREMENTS 88-200

PAY GRADE: 60

IND- 7705

SWORN- No