

## EMERGENCY TRANSPORTATION SHIFT SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** An Emergency Transportation Shift Supervisor supervises civilian Emergency Medical Technician (EMT) and Paramedic personnel in the Mesa Fire and Medical Department (MFMD) transportation division. Responsibilities include: maintaining daily oversight of assigned transportation crews; collaborating with Fire Staffing to ensure ambulances are fully staffed and remain in service for each shift by addressing scheduled and unscheduled vacancies; communicating and coordinating with other Fire divisions; responding to major incidents and assisting transportation personnel; monitoring radio communication equipment and maintaining communication with the Mesa Regional Dispatch Center (MRDC) and field crews; checking on crews at their respective stations, assessing their needs, and maintaining presence and visibility in the field and at stations; and ensuring that transportation personnel comply with all protocols for the treatment and transportation of patients as defined by Medical Control, MFMD Standard Operating Procedures (SOPs), and City policies and procedures. As the first supervisor in the chain of command for subordinate personnel, this class provides regular non-medical direction to direct reports and frequently answers employees' questions related to transportation operations and apparatuses. Supervisory duties also include: preparing Performance Appraisal Forms (PAFs); reviewing and approving paid time off requests; addressing transportation service-related complaints from Fire crews or citizens; attending meetings; and assisting the Emergency Transportation Administrator with planning and coordinating Fire's overall emergency medical transportation program and assessing staffing and equipment needs.

Emergency Transportation Shift Supervisors ride along with ambulance crews on a regular basis to keep their skills current, and during periods of critical staffing shortages or as needed, they may be required to work in the field as an EMT or Paramedic to ensure ambulances remain staffed and in service. Duties also include: coordinating transportation units for community events and standby requests; maintaining an assigned vehicle and replenishing equipment and supplies as needed; participating in and assisting with the development of transportation program training; and participating on MFMD committees. Shift Supervisors may also mentor EMTs, Paramedics, and ride-along students in their career planning and development. This class is also responsible for performing related duties as required.

**Distinguishing Features:** An employee in this class must be knowledgeable of fire and Emergency Medical Services (EMS) in order to directly supervise EMTs and Paramedics and be able to perform all of the duties of both of those classifications in the field during staffing shortages or as needed. Excellent communication skills are essential in dealing with the subordinate staff, Fire crews, hospital personnel, and the public. Supervision is received from the Emergency Transportation Administrator who evaluates work through observation, reports, meetings, and results achieved. Shift Supervisors are assigned to a 24-hour shift schedule, which may include evenings, weekends, and holidays, and may require working overtime. This class is FLSA nonexempt.

### 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 high school or GED. Considerable (3 – 5 years) of field experience as a certified EMT or Paramedic working in a pre-hospital/911 response system; in a

hospital Emergency Room (ER); or in the military. At least 6 months of this field experience must be as a Paramedic.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire date. Valid Arizona Paramedic Certification OR National Registry Paramedic Certification at the time of application AND valid Arizona Paramedic Certification by hire. For this position, an individual cannot be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

**Preferred/Desirable Qualifications.** 2+ years of supervisory experience in a pre-hospital/911 response system; in a hospital ER; or in the military is preferred. Graduation from an accredited college or university with an Associate's Degree (or higher) in emergency medical services, fire service, or a medical related field is desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Establishes and maintains positive, effective working relationships with customers and patients, Department members and management, the Department's Medical Director, staff from receiving hospitals, partner agencies, and other City of Mesa employees. Communicates with the general public, other City employees, vendors, management, surrounding agencies, hospitals, and public officials in order to facilitate consistency and efficiency in the regional pre-hospital system. Relays information in a timely fashion. Effectively communicates with patients regarding their medical emergencies, to perform physical examinations, and to provide patient care. Communicates information and non-medical directions to Civilian EMTs and Paramedics on medical scenes. Communicates examination findings to senior Paramedics, the Department's Medical Director, and receiving hospitals, and in writing for patient care reporting and transportation documentation. Monitors and responds appropriately to radio traffic, including communication with Dispatch and Deployment, and other Department and partner agency personnel at emergency scenes. Maintains the confidentiality of patient information. Instructs and trains civilian emergency medical transportation personnel using SOPs and established service guidelines. Prepares written documents, including reports, memos, forms, manuals, etc., with clearly organized thoughts and using proper sentence construction and grammar. Coordinates medical transportation operational concerns, needs, and logistics with the Emergency Transportation Administrator. Assists the Emergency Transportation Administrator in the coordination with Fire's Maintenance, Resource, and Technical Services divisions to ensure the availability of active and reserve ambulances/technical equipment and to prepare for Arizona Department of Health Services (AZDHS) inspections.

**Manual/Physical:** Reviews the performance of personnel to ensure compliance with SOPs and state regulations. Operates motor vehicles and emergency vehicles, both requiring a standard Class D Arizona Driver's License, to travel to various locations including major incidents, fire stations, City buildings, and off-site locations to interact with subordinate personnel, attend meetings, and inspect and monitor work-related conditions in the field to determine compliance with prescribed operating and safety regulations. Operates a variety of standard office equipment such as a personal computer (PC), printer, copier, and telephone. Operates a variety of software including word processing, spreadsheets, databases, and other programs to enter and track personnel training and continued education, schedule

staff, and analyze transportation program data. Inspects ambulances to verify adequate supplies and inventory and reviews apparatus check sheets to ensure they are regularly and accurately being completed by transportation personnel. Provides patient care both on-scene and en route to the hospital. Uses mobile computer terminals (MCTs), electronic patient care reporting (ePCR) software, and mobile radios primarily to communicate with others and to enter patient care reporting and transportation documentation. Works on ambulances during critical staffing shortages. Performs Advanced Life Support (ALS) and/or Basic Life Support (BLS) skills. Climbs steps or ladders, navigates uneven surfaces, and lifts and moves patients with assistance to treat and transport from scenes. Moves objects weighing up to 50 pounds or more (examples: EMS equipment, drug, and trauma boxes, etc.) for more than 150 feet. Works in small, cramped areas to provide patient care to trapped, endangered, or injured patients. Uses appropriate personal protective equipment (PPE) to minimize and mitigate exposure to bloodborne pathogens, airborne pathogens, bodily fluids, cleaning solutions, etc. Works outdoors in inclement weather including extreme heat, rain, etc. Distinguishes colors to identify drugs, chemicals, and hazardous materials by color. Detects odors to identify solutions and detect potential natural gas leaks. Detects traffic sounds at vehicle accidents, sounds of impending building collapse, calls for assistance, and alarms, sirens, or other warning signs to assist others and to escape hazardous situations. Participates in EMS related programs and training, as well as other department activities. Cleans and maintains transportation units and department facilities. Meets scheduling and attendance requirements.

**Mental:** Maintains daily oversight of assigned transportation field employees and units. Resolves procedural, operational, and other work-related problems related to area of responsibility (examples: personnel issues, equipment needs, customer service). Assists the staffing office with filling vacancies on the schedule. Coordinates work activities and program functions with other Fire divisions, other cities and agencies, and private service providers related to emergency medical transportation. Supervises, assigns, and evaluates the work of subordinate personnel. Promptly responds to customer inquiries and/or complaints. Assists with system status management and planning. Coordinates community events and standbys. Assesses staffing and equipment needs in conjunction with the Emergency Transportation Administrator. Maintains composure and makes medical assessments and patient care decisions in response to medical emergencies and to provide patient care both on-scene and en route to the hospital. Comprehends and follows medical direction from the senior Paramedic on-scene (which may be a Fire Captain, Fire Engineer, or Firefighter), the Department's Medical Director, and/or the receiving hospital. Comprehends and complies with Arizona laws, AZDHS rules and regulations, medical protocols and algorithms, and Department and City policies and procedures. Analyzes patient findings and documents information using ePCR software. Comprehends readings and data from medical equipment including cardiac monitors and makes inferences. Learns job-related information from written materials, on-the-job training, and classroom settings.

**Knowledge/Skills/Abilities:**

Knowledge of:

local and state regulations pertaining to ambulance operations;  
Arizona laws and AZDHS rules and regulations, medical protocols, and algorithms;  
Electronic Patient Care Reporting (ePCR);  
the Health Insurance Portability and Accountability Act (HIPAA);  
Department SOPs and City Management Policies and Personnel Rules;  
transportation units and EMS equipment and their proper use and maintenance;  
drugs and their proper administration and management;

emergency scene operations and incident command structure;  
the principles and methods of workload scheduling, planning, and minimum required staffing levels;  
the equipment, tools, and supplies used in the provision of emergency medical transportation services;  
the principles, practices, and procedures of employee supervision, including hiring, evaluating, and training.

Skills in:

providing ALS and/or BLS patient care;  
communicating with patients, Fire staff, hospitals, and other agencies; and  
using MCTs and radio systems to communicate clearly and effectively, assist in providing patient care and transportation, and completing related documentation.

Ability to:

effectively communicate both orally and in writing;  
work effectively under deadlines and prioritize work;  
analyze and resolve operational and procedural problems;  
maintain detailed and accurate records;  
provide input to the Emergency Transportation Administrator for recommendations on personnel, supplies, and equipment needs for the budget;  
provide exceptional customer service;  
operate transportation units and accurately route to destinations;  
maintain transportation units and EMS supplies and equipment;  
understand and perform in accordance with departmental policies, rules, instructions, and written material in the field of EMS;  
follow medical direction;  
utilize PCs and applications including the Microsoft Office suite and other common and contemporary business platforms;  
maintain confidentiality and use discretion when dealing with sensitive issues;  
supervise employees by participating in hiring and discharge activities, coordinating training, preparing performance appraisals, and initiating disciplinary actions;  
establish and enforce work standards and operating procedures to ensure operational efficiency, compliance with regulations, and adherence to quality assurance of patient care; and  
establish and maintain effective working relationships with employees, coworkers, other agencies, and the public;

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.

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New 1/24

NF/co/js

CS4252 (24-hour)

CS4532 (40-hour)

EEO-PSW

JOB FCTN-PUB

INCREMENTS 88-200

PAY GRADE 44

PAY GRADE 47

IND-7705

SWORN-No