

**Title: EMS Operations Officer (Staff Captain)**  
**Department: Public Safety**  
**Division/Office: Emergency Medical Services Division**



Grade 2125; FLSA Exempt position; Category: Classified; Job Code: ESOS; Rev.:07/01/2021

### **General Description**

The purpose of this position is to supervise and coordinate all operations units for department; responsible for scheduling and implementing all special operations training and readiness functions; develops educational programs for department and Community events; oversees operational aspects of EMS Division including vehicle design and maintenance, facilities management, radio communications systems, supply and uniform procurement, storage and distribution functions, and project management. This position works under administrative supervision, developing and implementing programs within organizational policies and reports major activities to executive level administrators through meetings and reports.

### **Duties and Responsibilities**

*The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.*

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Establishes and maintains a supply system that ensures timely delivery of supplies to stations and crews.
- Supervises fleet management functions and schedule vehicles for maintenance and repair.
- Ensures all stations, facilities, and contents are maintained and facilitate necessary repairs.
- Develops vehicle specifications and supervise the design and purchasing process for department.
- Provides detailed and accurate oral/written reports on all matters concerning operations and logistics.
- Supervises operations involving specialized units (HAZMAT, technical rescue, radiological, mass gathering, etc.).
- Coordinates requests and manage special type grant funds, as directed.
- Coordinates, plans, promotes, participates, and schedules staffing resources for special events.
- Functions as liaison to local fire departments in need of decontamination and related training.
- Develops and promotes necessary educational programs.
- Provides support and promotes administrative projects as required.
- Responds to medical, traumatic, and or crises intervention emergencies and assumes responsibility for assessments and treatments per Departmental protocols.
- Participates in ongoing training sessions as required.
- Provides appropriate advance and/or basic life support as determined by State of Delaware SOP's, Departmental policy, and accepted standards of care.
- Completes appropriate recertification programs and examinations.
- Serves as Shift Supervisor as required by the chain-of-command.
- Assists in the annual budget process and monitors the budget throughout the year.
- Performs related work as required.

### **Minimum Education and Experience Requirements**

Requires Bachelor's degree supplemented with seven (7) years of emergency medical experience as a paramedic or an equivalent combination of education, training and experience.

### **Additional Requirements:**

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Good knowledge of and skill in advanced emergency care procedures; knowledge and application of Thorough knowledge of, and be skilled in, advanced life support procedures; knowledge of physiology for diagnostic purposes; knowledge of pharmacology; good knowledge of traffic rules and regulations; ability to safely operate a vehicle on the road in emergency situations at high speed; skill in operating advanced emergency care equipment; ability to manage people in stressful situations for the care and safety of the patient; ability to demonstrate high degree of dependability; ability to perform as part of a team; good judgment, integrity, and tact; thorough knowledge of supervisory practices; ability to understand and follow oral and written instructions; ability to prepare accurate written reports; ability to plan, implement and review projects; knowledge of Kent County governmental structure and operations; knowledge of the practices governing operations of an EMS system with emphasis in quality review; possess excellent moral character; operational knowledge of personal computers and pertinent applications; regular and timely attendance; performance of duties in a safe manner.

**Americans with Disabilities Act Requirements:**

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, balancing, stooping, kneeling, crouching, reaching, standing, lifting, fingering, grasping, crawling, pulling, pushing, walking, and feeling; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deduction; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for depth perception, color perception, night vision, peripheral vision, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, hazards, and atmospheric conditions. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

**Special Certifications and License Requirements:**

- May be required to pass standardized examination to determine basic and supervisory knowledge, skills & abilities.
- Must possess and retain State of Delaware Paramedic certification, National Registry of EMTs Paramedic certification, and current BCLS, ACLS, CPR, BTLs Advanced and/or PHTLS certification, and others as required.
- Must work a rotating 24-hour, seven days a week shift, as assigned.
- May be required to pass testing of physical strength and agility to qualify for and retain position.
- Must pass testing for infectious diseases.
- Must possess and maintain a valid state driver's license with an acceptable driving history.

**Notices:**

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

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NOTE: This position carries with it the rank of Staff Captain and all the responsibilities of this classification. This position is primarily an administrative position which will support quality assurance and patient information programs as detailed. This is a classified exempt position with occasional obligations to work on shift and in the field to cover shortfalls in staffing and to maintain certification as a Delaware Paramedic. This position reports directly to the Assistant Director and assumes duties in his/her absence.

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Employee Acknowledgement