



Adair County Ambulance District
Kirksville, MO 63501
660-665-0000
www.academs.us

JOB DESCRIPTION

JOB TITLE:	Director Operations	EMPLOYMENT STATUS:	Full Time
DEPARTMENT:	Administration	FLSA STATUS:	Exempt
REPORTS TO:	Executive Director	SHIFT/HOURS	1 shift, 8 hours/day, 5 days/week
PAY GRADE:	Click here to enter text.	EFFECTIVE DATE	Click here to enter text.
REVISION	Click here to enter text.		

POSITION DESCRIPTION

The Director of Operations is responsible for providing management, leadership, direction and administration of all aspects of operations for the Adair County Ambulance District (ACAD). The position works in collaboration with other administrative team members. Incumbent is responsible for covering open EMT- Paramedic shifts, when all other methods have failed to provide adequate coverage. Incumbent is also subject to callback as required by the Adair County Ambulance District without additional compensation.

PRINCIPAL ACCOUNTABILITIES/RESPONSIBILITIES

- Assists in the selection, employment and management of all employees.
- Provides counseling, coaching, evaluates performance, recommends merit raises, promotions and disciplinary actions up to and including termination.
- Ensures that all staff is fully informed and have reasonable access to all ACAD protocols, policy and procedure, and other information pertinent to perform their assigned job duties.
- Is responsible for management of daily operations, which includes ensuring appropriate resource allocation.
- Provides constant review of all operational processes and provides recommended changes and solution.
- Prepares the annual operational budget. Is responsible for managing the operational budget within established parameters.
- Participates in the organizational strategic planning process of developing both short term and long term objectives.
- Responsible for establishing and maintaining strong professional relationships with team members, customers, government agencies and the public.

- Serves as Executive Director during absences of the Executive Director.
- Performs other duties as directed or assigned.

QUALIFICATIONS AND SKILLS

Formal Education

- | | |
|--|--|
| <input checked="" type="checkbox"/> High School Diploma or GED | <input checked="" type="checkbox"/> Associate's Degree |
| <input type="checkbox"/> Vocational School or some college courses | <input type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> Trade or Technical School | <input type="checkbox"/> Master's Degree |

(Bachelor's degree in EMS, business, or related field preferred)

Work Experience

Five years of paramedic experience is required.

Certification and Licensure

The Director of Operations must possess a Nationally Registered Paramedic Certification.

Knowledge

- Understands the evaluation process.
- Knowledge of all operation duty requirements.
- Understands all operational processes.
- Knowledge of State of Missouri, EMS and federal regulations.
- Knowledge of clinical protocols.
- Strategic planning knowledge.
- Knowledge of SWOT procedure.
- Knowledge of clinical protocols.
- Working knowledge of local and state government.
- Knowledge of ACAD policy and procedure.

Critical Skills

- Organizational skills.
- Time management skills.
- Interviewing skills.
- Planning skills.
- Communication skills.
- Interpersonal skills.
- Flexibility.
- Good attitude.
- Decision making skills.

- Counseling skills.
- Coaching skills.
- Ability to objectively and accurately evaluate performance.
- Basic computer skills.
- Policy writing skills.
- Delegation skills.
- Fleet and equipment management.
- Documentation skills.
- Clinical skills.
- Basic math skills.
- Writing skills.
- Customer service skills.

SPECIAL REQUIREMENTS

- | | |
|---|--|
| <input checked="" type="checkbox"/> Critical Position | <input type="checkbox"/> Shift Work |
| <input checked="" type="checkbox"/> Valid MO Driver’s License | <input checked="" type="checkbox"/> Overtime |
| <input checked="" type="checkbox"/> Public Driving Record | <input checked="" type="checkbox"/> On-Call |
| <input checked="" type="checkbox"/> Drug and Alcohol Test | <input checked="" type="checkbox"/> Travel |
| <input type="checkbox"/> Other (Describe) | <input type="checkbox"/> Travel Outside of Normal Business Hours |

EQUIPMENT, TOOLS, MACHINES AND VEHICLES USED

- | | |
|--|--|
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PHYSICAL REQUIREMENTS

Work requires some physical effort. Lifting or performing work requiring physical exertion (up to 175 pounds) is intermittent (not a routine part of the job). The job requires sitting for long periods of time, with an occasional need to stoop, kneel or crouch; occasional need to work in confine spaces and unusual positions to perform the task of emergency care and rescue.

WORK ENVIRONMENT

Work is performed under basically normal working conditions as in a standard office environment. Work involves intermittent to occasional exposure to unpleasant working conditions or undesirable elements. An Occasional potential for cuts, bruises, muscle strains and

exposure to blood borne pathogens, and contagious diseases; may be exposed to hazardous materials.

DISCLAIMER AND ACKNOWLEDGEMENT

This job description does not constitute an employment agreement between the Adair County Ambulance District and the employee. The job description is subject to change by the District as the needs of the employer and requirements of the job change.

Signatures of Approval:

Executive Director: _____ / _____ / _____

Director Human Resources: _____ / _____ / _____

Employee: _____ / _____ / _____