

JOB DESCRIPTION



POSITION TITLE	Operations Manager	
REPORTS TO	Board of Directors	Supervises: All Staff
FLSA STATUS: Hours:	Exempt/ Full Time 40+ hours/week	EMPLOYMENT STATUS <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT
MISSION STATEMENT	<p>The mission of the Lancaster Volunteer Ambulance Corps, Inc. (LVAC) shall be to effectively respond and provide emergency care, comfort and transportation to the injured and ill, and those in need no matter the time of day or night or persisting weather conditions.</p> <p>The Lancaster Volunteer Ambulance Corps, Inc. is dedicated to enhance and preserve the quality of life, property and environment through education, leadership, partnerships and effective response to emergencies within the communities it serves.</p> <p>It shall also be the mission of the Lancaster Volunteer Ambulance Corps, Inc. to promote safety, to provide training in first aid and CPR, to provide or assist in projects to promote a healthier way of life and to create good fellowship among the members of the organization.</p>	
JOB SUMMARY	<p>The Operations Manager is responsible for overseeing a team of medical professionals who administer basic and advanced care to those in need of assistance. The Operations Manager will handle coordination of BLS and Advanced level providers, narcotics, electronic PCR system, scheduling, insurance, employee uniforms and the hiring of new paid staff employees as well as the overseeing of all staff. They will be responsible for the day to day operations of the LVAC. They will attend regularly scheduled monthly board meetings, meetings of the medical director monthly or any other meeting the board may request that LVAC be present at.</p>	
ESSENTIAL FUNCTIONS	<p><i>Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> • Ensures services are following professional standards, state, and federal regulatory requirements. • Assists in preparing and implementing ambulance contracts, and related policies and procedures. • Maintains departmental day-to-day emergency services, monitor, and prioritize EMS staff workflow and schedules. • Adheres to and enforces all policies and procedures of the LVAC. • Maintains knowledge of all company policies and regulations ensuring consistency in interpretation of such when dealing with employees and the public. • Responsible for compliance with and enforcement of company/department policies and procedures. • Ensures inspection of emergency vehicles and make sure that all equipment complies with rules, ordinances, and regulations. • Responds on an ambulance as part of the EMS system to meet compliance standards and quality care. • Will activate self as a crew member in “Level 0” circumstances. • Responsible for the safe operation of all LVAC vehicles and equipment. • Coordinates LVAC EMS system availability of ambulances during disaster situations or MCI incidents and assist as directed by the incident commander. • Investigates and resolves incoming customer service inquiries from fire departments, hospitals, nursing staff, and patients pertaining to field employee performance and patient 	

	<p>care. Troubleshoot immediate issues as they arise: risk management issues, infection control, HR incidents, etc.</p> <ul style="list-style-type: none"> • Resolves scheduling conflicts that may occur during shifts to ensure continuation of the highest level of service. • Management and oversight over all daily and biweekly schedules. • Create shifts and assignments where needed, and modify daily schedule as needed, which includes notifying and communicating with employees re: shift assignments. • Reviews and verifies employee hours for accuracy. Assist in recording and maintaining employee attendance records/files and payroll functions. • Approves or disapproves shift exchanges when proper notice of request has been given. • Prepares and compiles various periodic reports and documents for review and analysis. These may include weekly payroll stats, personnel stats, absence reports, over time tracking and other related reports. • Maintains vacation schedules, shift exchanges, shift giveaway requirements, etc. • Schedules Public Relations demonstrations, standbys, and special event staffing. • Processes payroll biweekly for all employees and ensures tax exemption is set up per employee request and direct deposit is up to date. • Ensures the increase of PTO accrual with wage increases, and that employees are compensated for any vacation hours or sick time used. • Manages all 401K startups and changes for employees that participate and communicates any changes to the local rep and third part administrators. • Oversee employee uniform accounts. • Keep and maintain updated staff seniority list for shift bids. • Required to protect the privacy of all patient information in accordance with the agency's privacy policies, procedures, and practices as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. • Adherence to and compliance with information systems security is everyone's responsibility. It is the responsibility of every computer user to: Know and follow information systems security policies and procedures. Attend information systems security training, when offered. Report information systems security problems. • Ensures staff fulfillment of administrative duties, including thorough and timely call reports, equipment maintenance, up-to-date credentials, etc., making improvements to these processes where necessary. • Conducts QA/QI audits to ensure accurate, thorough, and timely documentation of each Responder's calls: timestamps, patient information, diagnosis, treatment(s), medication(s), signatures, etc. Identify and report discrepancies and, whenever possible, identify solutions for widespread or recurring irregularities or errors. • Works closely with members of the Board of Directors and Human Resource teams to develop and enforce policies and procedures that promote sound patient care and consistent customer service, protect employee health and safety, and minimize risk and liability. • Participates in new employee orientation and assists with all new hire paperwork. • Assists employees with insurance paperwork during the period of open enrollment. • Assists with training programs, including onboarding, field training, and ongoing professional development initiatives; opportunities to propose and lead new training initiatives. • Supports daily operations across the supervisory team. • Handles public relations requests and statements with media outlets. • Performs other duties as assigned.
<p>SUPERVISORY DUTIES ESSENTIAL FUNCTIONS</p>	<ul style="list-style-type: none"> • Assist in hiring, training and reviewing performance of staff • Maintain an "open door" policy to field concerns and encourage employees to discuss any issues and make suggestions for improvement. • Monitor workers, resolve issues and inquiries from field personal regarding work assignments, vehicles, equipment and any other issues that may arise

	<ul style="list-style-type: none"> • Oversees investigations and employee performance issues. Documents grievances and disciplinary actions. • Mentor employees, conduct annual performance evaluations, counsel, and provide disciplinary actions to assigned personnel, and works to facilitate individual and team development that drives positive results. Champion affirmative action efforts in all aspects of employment, including but not limited to staffing, training, promotion, etc. • Ensure that staff are following all department policies and applicable laws
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QUALIFICATIONS	<i>To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.</i>
SKILLS/ABILITIES	<p><u>Knowledge of:</u></p> <ul style="list-style-type: none"> • Principles of employee coaching, supervision and training • Operation, simple maintenance and uses of EMS equipment and apparatus • Safe work practices and procedures • Thorough knowledge of system status management <p><u>Skill In:</u></p> <ul style="list-style-type: none"> • Coaching and encouraging the professional development of assigned staff • Negotiating and resolving difficult or sensitive complaints or concerns from departmental personnel or external sources • Effective oral and written and interpersonal communication skills <p><u>Ability to:</u></p> <ul style="list-style-type: none"> • Work under stress and use good judgment in emergency situations • Ability to learn and enforce policies and procedures of the Lancaster Volunteer Ambulance Corps, Inc • Tactfully respond to requests and inquiries from the general public • Identify and respond to issues, concerns and needs of the public • Develop, implement and maintain an action plan at an emergency scene • Identify safety hazards • Analyze emergency scene conditions and activate the local emergency plan as needed. • Supervise and account for assigned personnel under emergency conditions. • Oversee and assist in resolving a variety of situations characterized by conflict or danger. • Analyze problems, identify alternate solutions, project consequences of proposed actions and implement recommendations in support of goals. • Ensure that new or changed policies are communicated and understood by all personnel. • Plan, organize, direct and coordinate the work of assigned personnel. • Establish and maintain cooperative working relationships with those contacted in the course of work.

EDUCATION / EXPERIENCE	<p>High school diploma or general education degree (GED). Bachelor’s Degree preferred with educational background and/or medical experiences.</p> <p>Minimum Qualifications for Operations Manager:</p> <ul style="list-style-type: none"> • New York State Department of Health EMT Certification Minimum. NYS- EMT Paramedic Certification preferred. • Five years EMS field experience; Paramedic field experience preferred. • Clean driving record
CERTIFICATIONS, LICENSES & REGISTRATIONS	<ul style="list-style-type: none"> • Current New York State Department of Health EMT Certification or higher. • ICS 100/200/300/700/800 within one year of hire or when available. • Valid NYS Driver’s License
SOFT SKILLS	<ul style="list-style-type: none"> • High Energy • Attention to Detail – thorough in completing work tasks • Integrity – Being honest and ethical • Adaptability/Flexibility – Being open to change (positive or negative) and to considerable variety in the workplace • Entrepreneurial Spirit – Willingness to strategically invest time and effort in a company that will grow and offer new and expanded opportunities • Analytical Thinking – Analyzing information and using logic to address work-related issues and problems • Dependability – Being reliable, responsible, and dependable, and fulfilling obligations • Stress Tolerance – Effectively managing a heavy workload; accepting criticism and dealing calmly and effectively with high-stress situations • Initiative – Ability to identify tangible contribution you alone have made to the organization • Leadership – A willingness to lead, take charge, and offer opinions and direction • Achievement – Results-oriented, utilize strongest abilities • Independence – Work on own and make decisions • Complex problem solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions • Judgment and decision-making – Considering the relative costs and benefits of potential actions to choose the most appropriate one • Time management – Managing one’s own time and guiding the time of others
COMPUTER/ EQUIPMENT SKILLS	<p>General knowledge of computer operation to include the Microsoft Office Suite.</p>

<p>PHYSICAL DEMANDS</p>	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes.</p> <ul style="list-style-type: none"> • Must be able to lift, push, pull, carry 250 lbs. infrequently with assistance • Must be able to lift, push, pull, carry and balance 150 lbs. frequently • Must have ability to step up and/or climb over obstacles • Must be able to climb stairs while carrying up to 150 lbs. <p>While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl, talk and hear. The employee may sit or stand for long periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.</p>
<p>WORK ENVIRONMENT</p>	<p>This position operates in a clinical setting. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Hazards may include being in an emergency vehicle operating under emergent conditions (e.g., with red lights and siren); dealing with confused and agitated patients; exposure to adverse conditions on trauma scenes; exposure to known and unknown diseases; and working in confined spaces.</p>
<p>Benefits</p>	<ul style="list-style-type: none"> • Competitive Salary, commensurate with qualifications • Paid Vacation • Health Insurance • Dental Insurance • Life Insurance • 401K • Flexible Schedule • Cell Phone and Gas Stipend

Contact:

Interested applicants should send their resume and cover letter to

Allison Revelas at arevelas@lancasterambulance.org

Applications must be received by 2pm on Monday, December 7th. Interviews will be done the week of December 13th dates and times to be determined.

We are an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, disability status or any other category protected by law