

# **EMT/Administrative Support**

Job Title: EMT/Administrative Support

Reports to: Ambulance Director

Supervises: NA

FLSA Status: Non-exempt

## **POSITION PURPOSE:**

The primary responsibility is support in daily operations of the Ambulance service including response to 911 calls. Assist with the EMR Training Program and CPR/First Aid Instruction. Assist with supply ordering, scheduling, and records maintenance. Provide support to the City Clerk's office through various administrative assistant and clerical tasks. Performs support duties to all departments within the City as requested.

## **ORGANIZATIONAL RELATIONSHIPS:**

- Reports directly to the Ambulance Director.
- Communicates with: Internally-City Administrator, Deputy Clerk, and other City staff. Externally-Customers and patients, state and regional EMS programs and other health providers (hospitals, assisted living homes, fire response, insurance programs, county dispatch, suppliers and vendors).

## **ESSENTIAL RESPONSIBILITIES AND TASKS:**

- Regularly respond to ambulance calls as an EMT during working hours (volunteer pay is not added for time spent as an EMT during normal working hours).
- Maintain private and confidential information with appropriate discretion.
- Preparation of EMR class materials, and equipment.
- Teach CPR & First Aid Classes when scheduled during working hours.
- Perform ambulance inspections and general cleaning.
- Oversee and maintain ambulance equipment and inventory supply.
- Meet all job requirements as outlined in the National Standard Curriculum for EMT.
- Attend meetings, locally, regionally, and state-wide as directed by the Ambulance Director.
- Interface with the public regarding complaints and refer to Ambulance Director, if necessary.

**OTHER RESPONSIBILITIES AND TASKS (when not performing Essential Responsibilities and Tasks):**

- Perform administrative and general clerical functions in City Clerk's Office.
- Sort incoming mail and distribute to city departments.
- Assist with customers and phone calls.
- Prepare receipts for customers paying utility bills.
- Prepare & mail monthly utility bills.
- Coordinates scheduling of rooms within City Hall/Senior Center/Community Center. Prepares rental agreements and ensures rental fee and damage deposits are received timely.
- Monitors office supply inventory and orders when needed.
- Completes tasks for other department heads within the City when requested.
- Perform other job-related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of applicable laws-rules/regulations related to Ambulance & EMS Operations.
- Knowledge of service area roads and highways.
- Skills in operating ambulance and other EMS equipment.
- Skills in organizing fundraising activities.
- Ability to quickly respond to emergency decisions and take appropriate action.
- Ability to exert light to moderate to considerable physical effort in performing work with ambulance and emergency service.
- Ability to keep current on changes affecting ambulance and EMS.
- Ability to plan, direct and organize the work of volunteers.
- Ability to communicate effectively orally, and in writing, and speak/present to a variety of groups.
- Knowledge of basic accounting/bookkeeping principles and practices and billing procedures.
- Customer service skills.
- Ability to use a computer and related software, including Microsoft Office and Excel.
- Ability to type or enter data into computer with speed and accuracy.
- Ability to work under pressure and with frequent interruptions.

**MINIMUM QUALIFICATIONS:**

- NREMT Certification
- Ability to obtain State of MN EMT License
- High School Diploma or equivalent
- American Heart Association BLS CPR License
- Class D Drivers License

**PREFERRED QUALIFICATIONS:**

- 2 or more years experience working on an Ambulance Service.
- Experience in teaching EMS related coursework.
- American Heart Association Instructor Certification (the successful candidate will be required to obtain this certification within a specified time period- if not already certified).
- Experience working in municipal government.
- AAS degree (or higher) in accounting, finance, business administration or related field.

**WORKING SCHEDULE:**

The typical work hours for this position are 8:00am to 6:00pm. Employee will be scheduled Monday-Thursday for one week and then Tuesday-Friday their second week. Schedule is subject to change pending needs of Ambulance Service call coverage.

**CONDITIONS OF EMPLOYMENT:**

1. Must possess a valid Minnesota Driver's License.
2. Must comply with organizational and departmental policies.
3. Must successfully pass a reference and background check.
4. Ability to establish and maintain cooperative working relationship with city officials and city staff, county, state and federal agencies and the public.

**WORKING CONDITIONS:**

Work is performed inside and outside, depending on activity. Work involves a variety of movements such as standing/walking, sitting, bending, crouching, pushing/pulling, repetitive movements and twisting. Exposure to temperature extremes, and infectious diseases while responding to calls. Calls may involve lifting/carrying people and equipment. Must be able to operate a motor vehicle and two-way radio.