

FLSA: NON-EXEMPT
PAY RANGE:
PAY CODE: HOURLY
WC/CODE:

CITY OF WHARTON

Assistant to the EMS Director

Class specifications are intended to provide a descriptive list of the duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

The Assistant to the Emergency Medical Service (EMS) Director provides high-level administrative, operational, and logistical support to ensure the effective management of EMS programs, personnel, and daily operations. This position serves as a key liaison between the EMS Director, internal staff, partner agencies, and the public. Responsibilities include project coordination, scheduling, data management, compliance tracking, communications support, and assistance with planning and implementing EMS initiatives.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the EMS Director.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES—

Essential and other important responsibilities and duties may include, but are not limited to the following:

Essential duties and responsibilities:

1. Provides administrative support to the Emergency Medical Service (EMS) Director, which includes providing appropriate and accurate information to the public, department heads, and City Council.
2. Answers, screens, tracks, and handles routine correspondence, emails, and phone calls.
3. Accurately maintains the EMS Director's calendar and organizes meetings.

4. Responds to difficult and sensitive complaints and information requests; routes inquiries to the appropriate department for resolution; follows up and advises the complainant of actions taken.

Essential duties and responsibilities (cont.):

5. Coordinates the preparation of special reports, research, and studies concerning operational and/or administrative issues; prepares recommendations on results; and evaluates recommended organizational, policy, or procedural changes.
6. Maintain confidential departmental files, records, and administrative databases.
7. Assist with procurement tasks, including purchasing supplies, managing vendor relationships, and tracking inventory.
8. Prepare appropriate records and reports; enter information into the computer as required.
9. Comply with all regulations and requirements as stated by the Texas Department of Health; comply with Texas Department of Transportation requirements for Emergency Medical Services personnel.
10. Attend staff meetings; assist with planning public education programs and health screening projects.
11. Support the planning, execution, and evaluation of EMS programs, strategic initiatives, and operational projects.
12. Assist with policy and protocol development, dissemination, and updates.
13. Track compliance documentation such as certifications, licensure, training records, and quality assurance requirements.
14. Assist in preparing data for audits, inspections, and accreditation processes.
15. Remain available and respond to the Emergency Operations Center (EOC) in the event of a declared emergency by the City of Wharton.

Essential duties and responsibilities related to Patient Privacy:

- ◆ The employee is expected to protect the privacy of all patient information in accordance with the City'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. Failure to comply with the City's Policies and Procedures on patient privacy may result in disciplinary action up to

and including termination of employment or of membership or association with Wharton EMS.

- ◆ The employee may access protected health information and other patient information only to the extent that is necessary to complete their job duties. The employee may share such information only with those who have a need to know specific patient information in their possession to complete their job responsibilities related to treatment, payment, or other city operations.
- ◆ The employee is encouraged and expected to report, without the threat of retaliation, any concerns regarding the City's Policies and Procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- ◆ The employee is expected to actively participate in City Privacy Training and is required to communicate privacy policy information to coworkers, students, patients, and others in accordance with City Policy.

Other Important Duties and Responsibilities:

- ◆ Distribute a variety of correspondence.
- ◆ Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Proficiency with office software (Microsoft Office, Adobe, Google Workspace, scheduling systems).
- Department of Transportation rules and regulations, as they apply to EMS personnel.
- Texas Department of State Health Services rules and regulations, as they apply to EMS personnel.
- Departmental policies and procedures, including medical protocols.
- Geographic area served and related areas.

Ability to:

- Ability to sit, stand, and perform office functions for extended periods.
- Retain presence of mind in an emergency.

- Think and act quickly and effectively in emergencies.
- Prepare appropriate reports and records.

Ability to (Cont.):

- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:

- Participating in life-saving activities*
- Lifting 20-50 pounds*
- Running, walking, crouching, or crawling during emergency operations*
- Moving equipment*
- Climbing stairs and ladders*
- Walking, standing, or sitting for extended periods of time*
- Operating assigned equipment*

Maintain effective audio-visual discrimination and perception needed for:

- Making observations*
- Reading and writing*
- Operating assigned equipment*
- Communicating with others*

Maintain mental capacity, which permits:

- Making sound decisions and using good judgment in stressful situations*
- Demonstrating intellectual capabilities*

Experience and Training Guidelines

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

A minimum of one year of clerical experience is recommended.

Training:

Equivalent to the completion of a high school diploma (GED) or a high school diploma.

License or Certificate:

Possession of an appropriate, valid Texas Driver's License

Current Certification in or ability to obtain:

Heartsaver (First Aid, CPR, & AED)

WORKING CONDITIONS:

Environmental Conditions:

Work is performed in a standard office environment.

Physical Hazards:

Essential and marginal functions may require maintaining physical conditions necessary for prolonged sitting, standing, and walking, with occasional lifting of 20-50 pounds.