

# JOB DESCRIPTION

JOB TITLE: Assistant Field Operations Supervisor  
DEPARTMENT: Field Operations  
REPORTS TO: Field Operations Supervisor

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## SUMMARY:

- ✦ The Assistant Field Operations Supervisor performs various technical, administrative and supervisory duties. These can be classified as assistance with performance management for quarterly and annual check-ins, system tasks, and incident management. Within performance management, he/she assists the core supervisor with monitoring employee performance, mentoring and coaching employees, administering performance improvement and progressive discipline as directed. System tasks include monitoring real-time compliance with protocols and policies, investigating traffic accidents involving agency vehicles, analyzing the daily schedule to adjust and maximize unit hour utilization, and completion of on the job injury documentation. This position will also function as paramedic crew chief for > 50% of their regular scheduled hours.

## DUTIES AND RESPONSIBILITIES:

- ✦ Function as a Crew Chief on an ALS assigned shift. The Assistant Field Ops Supervisor will also function as an FTO to complete promotional upgrades and remediation. May be called upon to train new employees when there is limited FTO availability.
- ✦ Direct and indirect oversight of front line field employees' performance. This can be done by observation in the clinical setting, reviewing patient care reports and monitoring radio traffic for scene management and hospital encodes. May direct clinical care or make operational decisions when necessary. Assists core supervisors with documentation and delivery of quarterly check-in to field operations employees on their team.
- ✦ Responsible for supervision of day-to-day operations of field employees. Coordinates with CMED supervisor during times of high system demand to determine authorization of mandatory overtime (suspending 10-42 times). Coordinates with NET controller and CMED supervisor to ensure out of town transport requests are managed appropriately.
- ✦ Provide incident management by responding to and beginning management of large scale incidents to include, but not limited to MCI's, natural disasters, allied agency support missions. Manage smaller scale incidents to include but not limited to traffic accidents, cardiac arrests, etc.
- ✦ Act as liaison between Medic administration, other first responder agencies and hospital staff; resolves minor conflicts that may arise. Investigate complaints and enters data into the corresponding database. Reports findings to Operations Supervisor and Operations Manager. Provide timely enforcement of minor performance improvement and progressive disciplinary actions.
- ✦ Coordinate vehicle maintenance issues with the fleet department in real-time.
- ✦ Continuously monitor and maintain focus on the safety of employees, patients and the community in the day-to-day operations.
- ✦ Assist with initial troubleshooting of EPCR and mobile mapping terminals.
- ✦ Participation in Agency improvement projects on various levels (i.e., member of charter group, work team, involving employees in the improvement process) and keeps employees informed of the processes.
- ✦ Document various IT, Facility, Fleet, and other issues utilizing service desk platform.
- ✦ Achieve and maintain the highest level of professional skills and certifications through internal and external in-service, training and education as required.

## QUALIFICATIONS:

- ✦ High school diploma or equivalent two (2) years of experience
- ✦ Current Paramedic Crew Chief required
- ✦ Current NC Paramedic Certification required
- ✦ IS-100, IS-200, IS-700, IS-800 preferred

Interested applicants please complete the online application and upload a **resume**, a **formal letter of interest** and a **letter of recommendation** from a Supervisor no later than **11:59 pm on August 23<sup>rd</sup>, 2020** at <https://medic911-internal.candidatecare.jobs/>

**SALARY RANGE:** Please see HR.

## INTERVIEW PREPARATION:

Interview Preparation is available to all Medic employees. The Interview Preparation packs are available at these four locations: **Avesta**, **HR Forms** (file holder outside the HR Office), **Computer Room** and **My Medic**. For more information, visit <https://www.medic911.com/extranet/training-and-education/interview-prep>

If you have any further questions, please contact Mary Shockley at MaryS@medic911.com or Office: 704-943-6107