

PARAMEDIC SHIFT SUPERVISOR  
Labor Grade: 71    Exemption Status: Full-Time / Non- Exempt

General Statement of Duties

Performs supervisory and technical work in the emergency medical services unit of the County.

Distinguishing Features of the Class

An employee in this class coordinates and supervises the activities of a staff of EMS personnel and finding replacements when necessary. Trains employees and assists with performance reviews for employees assigned to their shift. Work involves frequent contacts as well as considerable independent initiative and judgment. The employee is subject to hazards in the emergency management and medical services work including working in both inside and outside environmental conditions, hazardous fumes, dusts, odors, mists, and gases. Work may expose the employee to human blood or body fluids and thus the job is subject to the OSHA requirements on blood borne pathogens. Work is supervised by the Director of Emergency Medical Services and is evaluated through conferences, results of work, reports, and public feedback.

Duties and Responsibilities

Essential Duties and Tasks

Interpret and ensure self and subordinate employees are in compliance with Alexander County and EMS Departmental Policies.

Provide leadership and manage assigned shift; make decisions; solve problems; help develop department procedures; represent Alexander EMS at internal and external meetings.

Assist with the employee hiring process; review job descriptions; develop job performance expectations; new employee orientation; train or provide adequate training for employees.

Assign work shifts both full and part time and finds replacements when needed; complete any forms if needed; respond to questions pertaining to internal and external complaints.

Manage employees and teams performance; coach, counsel, and motivate employees; evaluate employees; investigate complaints or performance concerns; implement disciplinary actions as needed and in consultation with EMS Director and Human Resources.

Manage and ensure effective employee relations; create an ethical, non-discriminatory and safe work environment; establish effective communication lines/methods; identify and solve employee problems; manage conflict, respond to grievances.

Approve leave and overtime; complete or review and sign time sheets.

If applicable, perform initial review of budgetary material including budget requests, pre-approval of expenditures, sign appropriate forms and forward to the EMS Director for final approval.

Identifies and recommends equipment and supplies needed to provide medical services to citizens.

Assures the maintenance and completion of records, reports, and other required information.

Checks and has repaired all equipment, facilities and materials on their shift to ensure proper operation.

#### Additional Job Duties

Performs related duties as required.

Special note: For additional duties, qualifications and certifications regarding Paramedic duties (see Paramedic Class Specification).

### Recruitment and Selection Guidelines

#### Knowledge, Skills and Abilities

Considerable knowledge of policies, procedures, and regulations and protocols pertaining to emergency medical services.

Considerable knowledge of resources available for emergency medical services assistance in the county.

Considerable knowledge of emergency medical practices and procedures.

Ability to interpret, explain, and apply a wide variety of policies, procedures, and regulations.

Ability to react quickly, effectively, and professionally in emergency situations.

Ability to exercise sound judgment and determine best options and decisions for handling emergency matters.

Ability to plan and organize work to meet deadlines and governmental requirements.

Ability to establish and maintain effective working relationships with law enforcement agencies, volunteer fire services, public officials, hospitals, schools, and the general public.

Ability to supervise an EMS shift including knowledge of policies, budgeting, personnel, and purchasing requirements.

#### Physical Requirements

Must be able to perform the physical life functions of operating a motor vehicle, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, and hearing.

Must be able to perform heavy work exerting up to 100 pounds of force occasionally, and/or up to 75 pounds of force frequently, and/or up to 50 pounds of force constantly to move objects.

Must possess visual acuity to prepare and analyze data and figures, perform accounting functions, operate a computer terminal, operate a motor vehicle, do extensive reading and use measurement devices.

#### Education and Experience

Graduation from high school and emergency medical services experience including at least five years of field and supervisory experience with Alexander County EMS is required. Five years of field experience with an Advanced Life Support Provider is also required. Candidate must currently be an Assistant Shift Supervisor with Alexander County EMS.

#### Special Requirements

Certification by the State as a Paramedic. Possession of a valid North Carolina driver's license. Please refer to Title 21, Sub Chapter 32H, Section .0501 of the North Carolina Administrative Code for specific certification requirements. Completion of the UNC School of Government Effective Supervisory Management Program within one year from the date of hire.

Alexander County

Last Reviewed: August 2018

\*Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.