



Job Description

DIRECTOR OF OPERATIONS (Managing EMS Officer)

Effective Date: 04/01/2024

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POSITION INFORMATION

Position Title	Director of Operations / Managing EMS Officer
Reports to	Executive Director
Direct Reports	Supervising EMS Officers, EMS Officers, Field Training Officers, Clinicians, Candidates
FLSA	Exempt

POSITION SUMMARY

As the Director of Operations, you will play a vital role in ensuring the smooth and efficient day-to-day operations of Bennington Rescue. You will be responsible for providing leadership and direction to our team of EMS professionals, ensuring compliance with all local, state, and federal regulations, overseeing all aspects of patient care, and embodying the mission, vision, and core values of the organization.

QUALIFICATIONS

- Bachelor's degree in EMS, Public Administration, Business Administration, or a related field (Master's degree preferred).
- A minimum of three years of progressively responsible experience in EMS operations management.
- Current NREMT paramedic certification and ability to achieve paramedic licensure in Vermont (IBSC CCP-C / FP-C or UMBC CCEMTP preferred for critical care paramedic eligibility).
- Strong communication, interpersonal, and problem-solving skills.
- Proven ability to analyze complex data and identify trends.
- A valid driver's license with record acceptable to insurance.
- Criminal, child/protective registry, and Office of Inspector General background checks acceptable for local, state, and federal regulations regarding certification, licensure, billing, etc.
- IS-5, 100, 200, 700, and 800 – other EMS/Fire HazMat Awareness or higher training may be submitted in lieu of IS-5.
- IS-300 and 400 – may be obtained within 6 months of hire date.
- Proficient in Microsoft Office Suite and other relevant software programs.

RESPONSIBILITIES

- Provide leadership and direction for operations, developing, and implementing operational plans that achieve organizational goals.
- Oversee all aspects of emergency medical response, including ambulance operations, crew scheduling, and coordination with communications / dispatch agencies.
- Ensure compliance with all local, state, and federal regulations governing EMS operations.
- Develop and maintain a comprehensive quality program to monitor and improve clinical care.
- Supervise EMS clinicians and the field training and evaluation program, fostering a positive and professional work environment.
- Coach, counsel, and mentor supervisory and field staff providing professional development guidance and corrective counsel, including discipline when necessary.
- Oversee the maintenance and repair of vehicles and medical equipment.



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- Collaborate with healthcare partners, law enforcement, fire departments, and other emergency response agencies to ensure seamless patient care coordination in routine and disaster operations.
- Develop and implement community outreach programs to educate the public about EMS services.
- Collaborate with mental health, substance use disorder, peer recovery, primary care, and social service providers to maintain a network of resource referral as part of a community health approach.
- Stay abreast of industry trends and best practices in emergency medical services.
- Acts as a functional paramedic within the EMS system and occasionally fills clinical openings.

PHYSICAL ABILITY REQUIREMENTS

All operations employees are evaluated on their ability to perform the following tasks:

Category	Requirement	Test
Sitting	1-3 hr/day	Question
Standing	3-7 hr/day	Question
Pinching	Moderate	Notebook clip 15x
Manual Dexterity	Gross dexterity with infrequent fine motor movement	Move 24 lb weights from counter to shelves at varying heights
Wrist Positions	Moderate deviation	Observed throughout evaluation
Handedness	Both hands used 67+% of day	
Walking	3-5 hr/day	4 mins on treadmill (3.5 mph, 10% grade)
Hand Repetitions	Frequent	D1 & D2 patterning, 3 sets of 1 minute each side
Work Level Heights	32-40" 4-6 hr, above 2-4 hr, & below 4-6 hr	
Bending	Frequent	Bend & touch toes 10x
Squatting / Kneeling	3-7 hr/day	Squatting/kneeling & rising no hands 10x w/foam pads under knees
Lifting	20 lb 42" overhead 66 lb 30-24" 66 lb floor – 30"	Lifting 20 lb kettlebell overhead 5x each side
Stepping	Frequent	Able to step up & down from 16" step 10x
Push/Pull	>50 lb constant horizontal force occasional >100'	Complete 10 incline push-ups & pull-ups
Carrying	50 lb 2 hand >50'	Carry 66lb box 50' 2x

This screening occurs:

1. Upon hire – prior to or within 30 days of the date of hire.
2. Upon returning from Leave of Absence or Injury – prior to a return to active ambulance crew duty.
3. Every other year employees have this screening performed.

EMPLOYEE ACKNOWLEDGEMENT

Employee Name	Signature	Date
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