



Classification Description

Job Title: EMS Support Specialist

Pay Grade: 105

Job Code: 3835

FLSA Status: Non-Exempt

Job Purpose

The Emergency Medical Services Department is comprised of five (5) interrelated programs; AS Emergency Medical Technician, EMT and Paramedic certificates, AS Fire Science Technology and Minimum Standards (Fire Fighter) program. This position is responsible for work designed to provide support for the Emergency Medical Services (EMS) department and facilitate activities for organizing and maintaining accreditation. This position also promotes the EMS/Fire Department internally and externally through community contacts, programs, and functions designed to facilitate admission and enrollment of Emergency Medical Technician, Paramedic and Fire Fighter students. The ability to perform complex duties as needed is required.

General Responsibilities

Essential Functions

Creates, modifies and maintains recordkeeping and databases for accreditation of EMS/Fire Programs. Collects data and maintains spreadsheets for FSW Effectiveness Planning in the areas of AS Emergency Medical Technician, EMT and Paramedic certificate, AS Fire Science Technology and Minimum Standards program.

Develops, edits, produces and distributes a variety (multi-media) of EMS/Fire Department publications which include surveys and trending of data.

Relays accurate information to potential and current students regarding EMS/Fire Programs admission requirements, specific degree requirements and articulation agreements and initiates referrals to appropriate programs or departments.

Collects data and maintains spreadsheets for applicants seeking admission to the EMS/Fire Programs.

Uses appropriate office technology to create, transfer, transcribe or compose departmental documents in prescribed formats (i.e. fax, e-mail, campus mail, etc.).

Schedules and presents EMS/Fire orientation sessions for all campuses. Ensures orientation material is accurate and clearly communicated.

EMS Support Specialist

Participates in EMS/Fire Program meetings and biannual CoAEMSP Advisory Board Meetings.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

Two (2) years full-time professional related experience in a customer service, recruiting or nursing clerical support position. Appropriate combination of education and experience may be substituted.

Ability to travel to all campuses and other community contact locations independently.

Demonstrated experience using a personal computer, office software such as MS Office, database, pdf files and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: May 10, 2019. Reviewed: October 20, 2022. Revised: July 1, 2023.