



Classification Description

Job Title: Director, Emergency Services

Pay Grade: 119

Job Code: 4024

FLSA Status: Exempt

Job Purpose

The Director, Emergency Services serves as the program administrator of designated certificate and associate degree programs within the School of Allied Health. This includes current academic programs as well as any additional academic programs that may emerge. Work includes planning, implementing, directing, and evaluating effective and efficient instructional systems within available resources, consistent with regional and program accreditation standards, federal and state statutes, and the College mission.

General Responsibilities

Essential Functions

Oversees the administration and operations of EMS, Firefighter, and Fire Science programs in accordance with accreditation standards, administrative policies, and procedures.

Provides and demonstrates leadership, oversight, and guidance to staff and program personnel involved in student admission and departmental operations. Monitors and offers direction to enhance instructional quality and ensure the attainment of program objectives and department goals.

Leads the development and enhancement of the A.S. degree program curriculum, aligning it with current industry trends and best practices.

Teaches one (1) course per semester (fall and spring) in the area of expertise/credentialing, up to three (3) semester hours per course, as assigned by the supervisor.

Manages enrollment and oversees class schedule development and the creation of College Catalog entries for the EMS, Firefighter, and Fire Science programs in close collaboration with the Dean, Associate Dean, and Program Managers.

Maintains and submits course approval requests and grade reports to the Florida State Fire College Electronic Information Database for applicable courses.

Ensures the effectiveness of all program admission processes, course offerings, activities, and services and their responsiveness to the needs of culturally diverse communities.

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Provides support to the Program Manager, EMS, and Fire Academy Supervisor in upholding relevant national and/or state standards for programmatic accreditation while closely monitoring timelines and deadlines. Collaborates on the implementation of effective strategies to ensure proper management of documentation and reporting.

Conducts regular program reviews to ensure compliance with College, state, and accreditation standards.

Provides an effective and efficient system for program records, documentation, program assessment, delivery, and evaluation of program courses, outcomes, and goals.

Collects and analyzes quantifiable data on program effectiveness and student achievement. Produces comprehensive reports on program outcomes, enrollment patterns, student success rates, and other pertinent metrics.

Fosters a culture of academic excellence, integrity, and ethical behavior among students. Establishes and interprets program policies and procedures consistent with College instructional policies.

Establishes Emergency Services program goals and objectives in cooperation with the Associate Dean, Dean, program advisory committees, if applicable, and/or other program staff/administrators.

Provides effective organization through the hiring, training, evaluation, and motivation of Emergency Services programs' instructional and support employees. Develops and maintains an organizational structure that ensures effective and efficient program operations and student learning outcomes.

Provides an effective communication system within the programs and with associated external agencies, community groups, or other related organizations to foster the exchange of ideas, while providing opportunities for all program personnel to participate in developing recommendations to enhance the assigned programs.

Participates in the development and administration of the Emergency Services budgets; forecasts and recommends funds needed for staffing, equipment, and supplies; monitors and recommends approval of expenditures.

Coordinates with administrative teams and staff to facilitate the regular procurement of laboratory supplies and equipment.

Facilitates the recruitment and onboarding of prospective students who express interest in the programs; creates and manages recruitment procedures and events as appropriate for programs.

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

Oversees the criminal background check system for all EMS students.

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Manages the annual inventory, security, and maintenance of equipment assigned to the Emergency Services programs.

Provides accurate and timely information for the printing and publication of class schedules, program recruitment brochures, information/application packets, and the College catalog.

Coordinates updates to department webpages.

Investigates and manages student complaints and addresses behavioral and performance-related issues in collaboration with administration.

Participates in College, advisory, and program/instruction committees, campus activities, and representation of the College in the community.

Collaborates with other College departments to ensure efficient program operations and compliance with institutional policies.

Maintains and develops intentional partnerships with appropriate community stakeholders in support of program development and College improvement.

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 to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree or higher in a relevant field from an accredited institution of higher education.

Two (2) years of full-time administrative or supervisory professional work experience.

Experience with national, regional, and state accreditations, e.g., HLC and CoAEMSP.

Budgeting experience.

Proven ability to manage and motivate professionals as a cohesive team.

Knowledge of assessment in educational programs in higher education.

Evidence of a career that includes a strong work ethic with a proven track record of project completion, multi-tasking, and the ability to handle high-pressure environments.

Experience in associated emergency services.

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Current and demonstrated knowledge of FDOH laws, rules, and regulations.

Current, unencumbered license as an EMT, Paramedic, Firefighter, or related field.

Personal and educational philosophy compatible with the mission, goals, and objectives of Florida SouthWestern State College.

Demonstrated competency in computer applications.

Demonstrated experience using a personal computer, office software such as MS Office 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 work effectively with individuals from a variety of backgrounds and perspectives.

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.

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- Demonstrate professionalism and respect in interactions with individuals with varying perspectives, experiences, 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, and 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: April 18, 2022. Revised: July 1, 2023, July 22, 2024, and August 26, 2026.