

Subject: Director of Communications Job Posting

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Communications Center Director- Pafford EMS

Contact: Kathy Griffin at 870-777-7660 or kgriffin@paffordems.com

Apply Online: <https://paffordems.applicantstack.com/x/apply/a24qqp2we69w>

Company Background:

For over half-century, Pafford Medical Services, Inc. has provided patients, medical facilities and municipal customers professional 9-1-1 Paramedic Ambulance Service and Critical Care Air Medical Services. The company's over 1000 full and part/time employees staff more than 150 ambulances, three (3) medical helicopters, and three (3) fixed-wing air ambulances to produce more than 150,000 annual responses in Arkansas, Louisiana, Mississippi and Oklahoma.

The Hope, Arkansas communications center serves as the hub for Pafford EMS ground and air ambulance operations. This ZOLL powered communications center offers callers in the company's 9-1-1 service areas 24/7 Emergency Medical Dispatch (EMD) services including giving callers lifesaving pre-arrival instruction prior to the arrival of an ambulance. As a secondary PSAP we provide medical communications to over 36 primary Public Safety Answering Points.

Description:

The Communications Center Manager directs all aspects of the Pafford EMS Communications Center. Manages, coordinates, and assesses the work of assigned staff to ensure operations comply with all local, state and federal regulations, as well as, all Pafford EMS policies and procedures. Recommends policy changes and coordinates improvements that enhance response for allied agencies. Represents the organization and communicates goals and objectives with staff and the executive team; directs all

operations, activities, and programs within the communications center; performs other duties as assigned.

Duties:

- **Plans, directs, organizes and coordinates programs related to the operations of the Pafford EMS Emergency Communications Center;**
- **Recommends, plans, and implements system/operational improvements and enhancements for the Communications Center;**
- **Reviews operations of the Center, establishes and monitors metrics that evaluate the center's performance; takes appropriate actions to correct performance deficiencies and adjusts operations to meet or exceed standards;**
- **Ensures training is performed in accordance with approved training plans. Reviews Quality Assurance results that identify training needs to ensure incorporation into the appropriate training plans;**
- **Oversees the maintenance on radio equipment and ensures system issues are assigned appropriately for corrective action;**
- **Supervises staff; interviews applicants and recommends new hires; counsels employees and recommends disciplinary actions; enforces Pafford policies and procedures;**
- **Coordinates programs and activities with allied agencies; reports problems promptly to the Chief Operating Officer and/or appropriate allied agencies and takes appropriate corrective action to restore normal operations;**
- **Maintains plans to effectively respond to unexpected situations, operational changes, and emergency situations, and communicates necessary procedural changes (immediate and long-term) to all involved parties to ensure an appropriate departmental response;**
- **Analyzes technical performance reports and prepares management reports; collects, analyzes and evaluates data that measures performance and identifies needed improvements;**
- **Ensures that the department is operating in compliance with and acts as a liaison between Federal, State, and local governmental agencies whose policies, laws, regulations, and directives impact Pafford EMS operations;**
- **Provides budget recommendations on departmental programs, human resources, and technological enhancements,**
- **Increases professional knowledge through attendance at workshops and conferences, participating in professional**

associations and activities, and reading professional and local publications;

- **Performs all other duties as assigned.**

Education:

- **Bachelors Degree required (Masters Degree preferred) with seven (7) years of progressive leadership experience in a 9-1-1 dispatch center for a high-performance EMS agency; performing varied technical and/or administrative duties; three (3) years of which must be in a supervisory capacity; or a combination of education, training, and experience which demonstrates the skills, knowledge and ability required to preform the job.**
- **Additional experience and training which provides the required knowledge skills and abilities may be substituted for educational requirements**

Requirements:

- **Ability to gain and maintain advanced knowledge of Pafford EMS policies and procedures;**
- **Must possess excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers and staff.**
- **Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.**
- **Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.**
- **Ability to act as a representative of Pafford EMS to the public;**
- **Advanced knowledge of the principles, practices, and procedures of administrative management and the operations and activities of the assigned area and the ability to interpret them to the staff and the public;**
- **Extensive knowledge of fiscal policies, procedures and legal mandates including the budget process;**
- **Ability to keep all relevant parties informed of all major issues and programs and to recommend changes as appropriate;**
- **Ability to supervise, plan, and coordinate the work of a diverse staff in order to accomplish departmental goals and objectives;**

- **Ability to review, evaluate, and initiate appropriate action on technical and legal reports, contracts and documents concerning departmental matters;**
- **Ability to establish and maintain effective working relationships with county officials, healthcare facilities, staff, representatives from other agencies and the general public;**
- **Ability to operate relevant computer systems including hardware and software, and office machine**
- **Proficiency in utilizing ZOLL Data Systems and related products, including but not limited to, ZOLL CAD, Navigator, Crystal Reporting, ZOLL Online,**
- **Proficiency utilizing MS Office Suite products, including but limited to Word, Excel, and Power-point**
- **Ability to perform Quality Assurance and Review utilizing National Academy of Emergency Medical Dispatch-Q,**
- **Ability to obtain and maintain certifications in Emergency Medical Dispatch (EMD) National Academy of Emergency Medical Dispatch-Q (EMD-Q), Emergency Telecommunicator (ETC) and Cardiopulmonary Resuscitation Card (CPR) within 90 days of hire.**
- **Communications Center Manager (CCM) certification preferred but not required**
- **Ability to obtain and maintain certifications in ISC 100, 200, NIMS 700, and IS-800 within 90 days of hire; ICS 300 and ICS 400 within 1 year of hire.**
- **Must possess a valid drivers license**
- **Must be able to pass comprehensive background screening.**

Physical Requirements:

- **Ability to work 8 hour shifts, to work overtime including mandatory overtime, to be available to work on scheduled days off and in the event of an emergency.**
- **Subjected to prolonged periods of sitting.**
- **Ability to walk, stand, bend, or lift/hold/carry objects found in an office environment.**
- **Ability to hear, communicate and respond to co-worker and customer inquiries both in person and over the telephone or other communication devices.**
- **Ability to operate a PC/laptop and to enter & retrieve information from a computer.**

- **Ability to handle varying and often high levels of stress. Must be able to remain calm when others are panicked or afraid.**
- **Must be able to effectively operate telephonic devices, computer systems, and radio communications systems with reasonable accommodations.**
- **Must possess visual acuity to prepare and analyze data and figures; specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.**
- **Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.**
- **Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.**
- **The employee may occasionally be required to lift and/or move up to 50 pounds.**
- **Must be able to pass drug test and medical screening.**

Note:

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified. This document in no way constitutes a contract of employment. Management reserves the right to revise the job, or to require that other or different tasks be performed, should circumstances change (i.e., changes in personnel, workload, or technological developments).

Travel: 0-10%

Hours: 40hr/wk

Relocation: Available

Salary: Commensurate with education and experience

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