FLSA Status: Exempt  Pay Plan: Administrative  Grade: Z21

City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
This position is responsible for assisting the EMS Chief in conducting the affairs of the EMS Department; responsible for a section of the department and the coordination and management of all activities within that section; ensures coordination of activities with other operating units; and assumes the responsibilities of the EMS Chief in his absence and during times of unavailability.

Representative Work Functions and Responsibilities
Plan, promote and develop goals and objectives for the department.

Provide coordination of department programs and operations, including development and evaluation of program effectiveness.

Provide effective leadership to achieve desired outcomes; plan and budget for resources necessary to accomplish goals and objectives.

Facilitate the development of department personnel, including volunteers.

Communicate City and department mission, vision and strategies to staff throughout the organization.

Develop innovative plans to effectively and efficiently maximize utilization of resources.

Monitor workforce planning to meet anticipated needs of the department.

Monitor trends in EMS and healthcare to ensure quality patient care provision is maintained.

Collaborate with other public safety agencies, regional teams and state agencies.

Assume command of the department in the absence of the EMS Chief.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.
Performance Standards
Effectively manage emergency and non-emergency services provided by the department; demonstrate extensive knowledge of EMS practices and procedures; demonstrate extensive knowledge of supervisory practices, including management of volunteers; ensure staffing is adequate to meet the needs of the department; develop and propose internal and external issues for review and/or action by the department; effectively facilitate the exchange of ideas and information between the department, rescue squads, members and the community; maintain documentation of performance of subordinates, complete timely evaluations and address ways performance can be improved; coordinate activities across division lines; make policy decisions to conform with legal guidelines and within department procedures; effectively communicate orally and in writing; able to conduct research and write detailed policy reports; work with allied health care professionals and organizations to support the continuum of care; develop strong relations with other public safety agencies and community groups; successfully work under the pressure and stress of emergency work to achieve the Purpose, Values and Vision of the department.

Minimum Qualifications
Bachelor’s degree in a related field plus 5 years of experience, or any combination of experience and education equivalent to nine (9) years utilizing the knowledge, skills, and abilities, including at least four (4) years of experience as a senior chief officer or upper level executive officer of an EMS agency. Virginia or National Registry EMT-P certification.

Current ACLS certification; current PALS, or PEPP certification.

Completion of an ITLS course or equivalent; awareness or higher level training in technical rescue/EMS special operations.

Must have, or obtain, a current and valid Virginia or North Carolina driver’s license in accordance with Virginia or North Carolina DMV driver’s license eligibility requirements.

Preferred Qualifications
Master’s degree in a related field; pre-hospital leadership experience in a combination service; experience working with volunteer emergency medical services personnel; extensive knowledge of strategic planning principles; and extensive experience in program management.

Special Requirements
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Must be able to work rotating shifts (days/evenings/midnights) including holidays and weekends and be available to work overtime when required to meet operational needs.

Successful completion of a pre-employment physical, including drug screening.

This is a safety sensitive position and is subject to mandatory drug testing. Positive drug test results may result in counseling and/or discipline, up to and including, termination.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City’s operational status.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
Individuals must successfully complete a field training program resulting in release to function as a paramedic under general supervision within one hundred twenty (120) days of initial orientation, including required sanctioning by the Tidewater Regional EMS Council.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge
   1. Extensive knowledge of modern emergency medical services principles, techniques and administration.
   2. Knowledge of city, state and federal codes and statutes relevant to emergency medical services.
   3. Knowledge of the techniques and practices of personnel administration.
   4. Knowledge of city and department operating policies and procedures.
   5. Knowledge of city core strategies and quality management concepts.
   6. Knowledge of EEO and diversity practices.
   8. Knowledge of management techniques specific for leading volunteers within a combination career-volunteer organization.
   10. Knowledge of demographic and economic issues of the community.
   11. Extensive knowledge of regional EMS and health care system.

B. Skills
   1. Skill in effective oral and written communication.
   2. Skill in interpersonal relationships.
   3. Skill in establishing and maintaining effective working relationships with other city officials, employees and citizens to achieve organizational goals.
   4. Skill in planning, organizing, directing and coordinating the various activities of the department.
   5. Skill in managing both career and volunteer personnel.

C. Abilities
   1. Ability to work with and support both career and volunteer emergency personnel in the accomplishment of their mission.
   2. Ability to communicate effectively using written communications including reports, memos, correspondence and forms.
   3. Ability to think strategically and creatively.
   4. Ability to define problems, gather pertinent data, evaluate alternatives and make appropriate decisions based upon the facts at hand.
   5. Ability to anticipate future needs of the department and community and plan accordingly.
   6. Ability to serve and contribute to the executive team as needed.
   7. Ability to develop and maintain productive working relationships across departmental and municipal lines.
   8. Ability to maintain Virginia EMT-paramedic certification.