



Delaware County

This document is used to provide a basic description of essential duties and other work elements

Job Title: Office Manager	
Department: Emergency Medical Services (EMS)	Position Fund Account No.:
Division:	Job Category: COMOT
Work Schedule: 8:30 a.m.- 4:30 p.m., M - F	Job Grade:
Reports to: EMS Director	Status: Full-time
FLSA Status: Non-exempt (OT eligible)	Effective Date: December 2023 Re-evaluation Date:

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Delaware County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job unless the accommodation would present an undue hardship.

Incumbent serves as Office Manager for Delaware County Emergency Medical Services (EMS), responsible for managing general office operation and functions, including payroll, accounts payable/receivable, personnel records, and certifications, and responding to emergencies as needed.

DUTIES:

Answers telephone and receives office visitors, takes messages, schedules appointments, and/or refers callers to co-workers or more appropriate person or agency.

Performs standard administrative duties such as creating correspondence and memos per Director, opening and distributing mail, and maintaining inventory of office and department supplies, uniforms, and equipment, ordering as needed. Creates new forms to improve work flow efficiency.

Performs payroll functions, including maintaining daily attendance records, preparing time cards for 24-hour shift personnel, calculating payroll, and submitting completed payroll voucher to Auditor. Advises paymaster of employee changes such as updating hourly amounts per salary ordinance, special deductions such as union dues, and retirement contributions.

Performs department bookkeeping duties including but not limited to preparing claims and submitting to Auditor, submitting retirement contributions to institutions, maintaining accounts payable ledger, preparing accounts receivable documents and maintaining ledger, reconciling bank account, and communicating with billing companies as needed.

Assists with preparation of annual budget and prepares appropriation requests.

Organizes and maintains various records, files, and reports, such as administrative files, personnel files, accident and incident reports, and retirement plan files.

Provides department supervisors with personnel forms and ensures prompt filing with Human Resources. Communicates with Human Resources department with regard to Worker's Compensation claims.

Creates presentation slides and other programs for department and educational needs.

Fulfills requests and subpoenas for patient information records, ensuring compliance with HIPAA and other legal requirements.

Provides treatment to "walk in" patients, according to needs, skills, and protocol.

May coordinate and communicate with other emergency or health personnel, including fire departments, law enforcement, and dispatchers to provide and receive pertinent information.

May perform duties of EMT Basic as assigned.

Attends prescribed in-service or other training programs for certification and continuing education, as required. Attends regular Audit and Review meetings with Medical Director.

Responds to emergencies on a 24-hour basis at the request of the Director.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or HSE and at least three (3) years of related work experience in an office and/or medical environment.

Must be twenty-one (21) years of age.

Possession of and ability to maintain state requirements for valid Basic EMT certification, ability to obtain and maintain other required certifications and training including but not limited to SIDS, Bloodborne Pathogens, and HazMat Awareness and Operations, and ability to complete biennial skills competency testing and continuing education, as required. Possession of related training/certifications such as EVOC, CPR, Active Shooter Response, and/or Mass Casualty Care preferred.

Ability to meet all hiring and retention requirements, including passage of drug test.

Practical knowledge of standard office policies and procedures with computer skills, including word processing, spreadsheet, presentation, email, internet, and Department-specific software systems, and ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Practical knowledge of filing systems with ability to create and maintain accurate and complete Department files.

Practical knowledge of and ability to safely and effectively administer emergency medical practices and procedures, and provide pre-hospital life support.

Practical knowledge of and ability to make practical application of customary practices, procedures, and rules of the Department and related regulations, with ability to take authoritative action as situations demand.

Working knowledge of standard bookkeeping/basic accounting practices and procedures, with ability to calculate payroll, maintain accounts receivable/payable, reconcile funds and bank accounts, and maintain related financial records.

Working knowledge of standard English grammar, spelling, and punctuation, and ability to prepare documents, correspondence, and detailed written reports within established departmental deadlines, as required.

Working knowledge of Department bloodborne pathogen exposure reporting procedures, and ability to protect oneself from contacting infectious diseases by avoiding high risk environments and by having knowledge of and utilizing universal health precautions.

Working knowledge of community geography, street names, locations, and landmarks.

Working knowledge of radio frequencies, codes, procedures, and limitations, with ability to speak clearly and distinctly, and to hear and be heard and understood in person, by radio, and by telephone.

Ability to perform essential functions of the position without posing a direct threat to the health and safety of self and other individuals in the workplace.

Ability to obey all written and oral orders and directives from Director or Commissioners.

Ability to apply sound decision making in high stress situations.

Ability to use tact and diplomacy and effectively listen, comprehend, and communicate orally and in writing with co-workers, other County/City departments, state and federal agencies and departments, vendors, hospitals, other emergency personnel, law enforcement personnel, victims and families, businesses, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to perform duties of EMT as requested.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to provide public access to, or maintain confidentiality of, Department information and records according to state and federal requirements.

Ability to type with speed and accuracy and properly operate a variety of standard office equipment, including computers, telephones, calculators, typewriters, copiers, and scanners, other department equipment such as radios and medical and diagnostic equipment, and other equipment as needed, and to operate a vehicle.

Ability to read, understand, memorize, retain, and carry out oral and written instructions and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work rapidly for long periods and on several tasks at the same time, often under time pressure.

Ability to plan and layout assigned tasks.

Ability to properly operate, maintain and/or oversee maintenance, repair, or purchase assigned vehicles, equipment, and uniforms.

Ability to perform arithmetic calculations quickly and accurately.

Ability to compile and evaluate data, diagnose, investigate, and make data driven decisions.

Ability compare or observe similarities and differences between data, people, or things and apply knowledge of people and locations.

Ability to read/interpret detailed prints, sketches, layouts, specifications, and/or maps.

Ability to testify in legal proceedings or court and to plan and deliver public speaking presentations.

Ability to attend regular department Audit and Review meetings and complete in-service hours requirements, including written skills work in order to maintain State EMT certification.

Shall comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to occasionally work evenings, weekends, extended, and irregular hours, respond to emergencies on a 24-hour basis, and travel out of town.

Possession of a valid driver's license and demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent operates within general guidelines and departmental policies, with desired results of work clearly specified. Unusual problems are discussed with the supervisor, and incumbent is responsible for exercising independent judgment in applying departmental policies in a variety of situations and circumstances. Work product has a significant impact on departmental operations, and quality of work is periodically assessed on the basis of soundness of judgment, adherence to guidelines, and conformity with departmental policies and practices. Errors in work are primarily detected or prevented through procedural safeguards, standard bookkeeping checks, and supervisory review. Undetected errors may lead to loss of life or endangerment to self and/or others, damage to equipment, loss of time to correct error, and inconvenience to other agencies/departments/public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent communication with co-workers, other County/City departments, state and federal agencies and departments, vendors, hospitals, other emergency personnel, law enforcement personnel, victims and families, businesses, and the public for purposes of exchanging information and rendering service.

Incumbent reports directly to EMS Director.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties primarily in a standard office environment, involving sitting/walking at will, sitting/standing/walking for long periods, keyboarding, handling/grasping/fingering objects, crouching/kneeling, bending, reaching, close/far vision, color/depth perception, hearing sounds/communication, and speaking clearly. Occasionally, incumbent may be required to run fast for short and long periods, walk/run/carry equipment up/down flights of stairs, jump up to/down from elevated areas, lift/carry/push/pull objects weighing more than 50 pounds, and drive. Occasionally, incumbent may be exposed to extreme temperatures, wet/icy surroundings, walking on uneven terrain, climbing over obstacles, working in confined areas, chemicals/fumes/odors/dust/dirt, noisy environments, heights, driving at high rates of speed, physical resistance, violent/irate individuals, and situations involving potential physical harm to self and others.

Universal health and safety precautions must be followed at all times to avoid contamination, infection, and/or injury to self and others, including wearing protective clothing and equipment.

Incumbent is required to occasionally work evenings, weekends, extended, and irregular hours, respond to emergencies on a 24-hour basis, and travel out of town.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Office Manager for Delaware County Emergency Medical Services describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Approved by Human Resources Director: _____Date_____

Supervisor Signature Date

Reviewed with Employee Date

Employee's Signature (Printed Name) Date

Signed copy to : Human Resources(Original)
Supervisor