

**TOMPKINS COUNTY CIVIL SERVICE**  
**VACANCY**  
**Inclusion Through Diversity**

**OPEN TO THE PUBLIC**

Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

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**TITLE:** Emergency Medical Services (EMS) Program Manager

**SALARY:** 2023 Rate = \$34.00/hour, Hire Rate - \$36.93/hour, Work Rate

**TYPE OF EMPLOYMENT:** Full Time

**ISSUE DATE:** 12/01/22

**THE FINAL DATE TO FILE APPLICATIONS:** 12/30/22

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 12/31/22

**RESIDENCY WAIVED**

**MINIMUM QUALIFICATIONS:**

1. Graduation from a regionally accredited or NYS registered college or university with a bachelor's degree **AND** at least three years of full-time paid (or the equivalent part-time or volunteer) experience as an active certified Paramedic or R.N. **AND** two years full-time experience or its part-time equivalent in managing, organizing, or training ambulance personnel, **OR**
2. Graduation from a regionally accredited or NYS registered college or university with an Associate's degree **AND** at least five years of full-time paid (or the equivalent part-time or volunteer) experience as an active certified Paramedic or R.N. **AND** two years full-time experience or its part-time equivalent in managing, organizing, or training ambulance personnel, **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** at least eight years of full-time paid (or the equivalent part-time or volunteer) experience as an active certified Paramedic or R.N. **AND** two years full-time experience or its part-time equivalent in managing, organizing, or training ambulance personnel, **OR**
4. Any combination of education, training, and experience equal to or greater than that specified in (a), (b), or, (c) above as determined by the Commissioner of Human Resources.

**Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.**

**SPECIAL REQUIREMENTS:**

The candidate must possess NYS Department of Health EMT-Paramedic certification at the time of appointment and maintain such certification throughout the duration of employment.

The candidate must possess a valid CPR certification at the time of appointment and maintain such certification throughout the duration of employment.

The candidate must possess a valid Class D New York State Driver's License at the time of appointment and maintain such license throughout the duration of employment.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves responsibility for serving as an administrator and supervisor for a County-based rapid medical response service and requires exceptional administrative abilities. This position contributes to planning and supervising emergency medical services functions and is expected to assist in the formulation of policies and includes overseeing and scheduling the activities of emergency medical technicians (EMTs) and Paramedics; maintaining employee and Department licenses, certifications and accreditations; maintaining compliance with Regional EMS and NY State DOH requirements; and collaborating with neighboring agencies and departments on the efficient provision of Emergency Medical Services.

The EMS Program Manager works under the general direction of the Deputy or Director of the Department of Emergency Response. Within the first year of appointment, the EMS Program Manager will be expected to create and stand up the county's EMS Rapid Medical Response program, including, but not limited to program and policy development, equipment purchases, Obtain CON, developing pharmaceutical program, develop staffing model based on available data, prepare timelines and presentations for the Legislature, and hiring of staff. The EMS Program Manager is required to respond to calls and provide emergency medical services to those in need and will be required to safely operate a variety of related emergency services equipment. Knowledge of the operation of a personal computer and associated software is useful. When not driving or working with emergency personnel on the scene, the EMS Program Manager employee will perform routine clerical duties including New York State pre-hospital care reports and daily routine maintenance on the emergency services vehicles and equipment. The EMS Program Manager will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

- Provides direct supervision to all Emergency Medical Technicians (EMTs) and Paramedics working for the Department's EMS personnel.
- Works closely with the Deputy or Director in development of County EMS program, policies procedures and practices and recommending change, as needed; developing and implementing regular EMS training for all EMS staff; and reviewing budgets; respond to complaints or inquiries from the public.
- Involved in the application, interview of applicants and recommendation of new staff and conducts the orientation process.
- Ensures that EMT and Paramedic certification and all related certifications and/or compliance required of NYS DOH, CNY EMS, or other authorities as well as ongoing training requirements, are met and maintained.
- Is responsible for scheduling of EMS shifts/personnel, posting monthly shift schedules, making changes to schedules as needed, and communicating with employees about shift schedule requests.
- Oversees day to day duties, including vehicle shift checks, the maintenance of check sheets, and a schedule of vehicle disinfection.
- Assists with ensuring that IT/technical and medical equipment and materials are maintained, operational and up to date.
- Oversees routine maintenance of medical equipment on vehicles.
- Takes responsibility as the agency Narcotics Officer and assures that all relevant records are maintained.
- Communicates regularly with Central New York EMS and the NYS DOH, passing along to the department new information, policies, and procedures.
- Schedule, create an agenda, and lead regular EMS staff and internal CQI meetings.

- Maintain agency Infection Control records and be the Infection Control Officer for the Department as well as for the EMS personnel.
- Operates a specially equipped vehicle to respond to medical emergencies and provide basic and advanced life support services following all state and regional protocols and guidelines for such care.
- Establishes and maintains a filing system for records and information maintenance and prepares reports as needed. Is responsible for keeping records such as department call reports, NYS PCRs, and providing monthly data reports for EMS calls.
- Oversees inventory control, billing, and purchasing for the service.
- Works with the Emergency Services Coordinator as a liaison between the ambulance service and the public, police, fire, and other EMS agencies.
- Enlists active participation and coordination of appropriate professional, technical, voluntary, and governmental personnel.
- Assists in coordinating promotional and public outreach activities to inform and educate the public and encourage participation in and utilization of the ambulance service. Assists with public information and education activities as directed.
- Oversee the creation and maintenance of an agency EMS employee handbook.
- Provides or participates in emergency medical training for staff and/or members of the community as directed.
- Is expected to maintain a physical condition conducive to the safe and effective performance of Paramedic duties.
- Uses computer applications such as spreadsheets, word processing, calendar, email, and database software in performing work assignments
- Maintains stations in good condition.
- Performs a variety of related activities as required.
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#### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Comprehensive knowledge of Emergency Medical Services administration and practices.
- Thorough knowledge of, and skill in treating, a wide variety of emergency medical conditions, using recognized paramedic techniques and procedures.
- Thorough knowledge of, and skill in administering CPR.
- Thorough knowledge of, and skill in implementing, Advanced Cardiac Life Support (ACLS).
- Thorough knowledge of, and skill in implementing, Pediatric Advanced Life Support (PALS).
- Working knowledge of the geography of the area.
- Working knowledge of background, principles and objectives of federal, state, regional, and local emergency medical services (EMS) programs.
- Good knowledge of Emergency Medical Technician practices and procedures.
- Good knowledge of medical physiology, medical terminology, the assessment, and management of medical and trauma emergencies.
- Good powers of observation.
- Ability to lead and direct the work of Paramedics, Emergency Medical Technicians, and other Emergency Service Personnel.
- Ability to perform Paramedic duties with good judgment and compassion.
- Ability to accurately manipulate an alphanumeric computer keyboard and to maintain records and to prepare reports.
- Ability to operate two-way radio equipment and cellular telephone equipment.
- Ability to perform calmly and efficiently in crisis situations.
- Ability to understand and follow oral and written instructions.
- Ability to understand written laws and apply them to specific situations.
- Ability to operate assigned vehicle in emergency driving conditions.
- Physical strength adequate to lift and move unconscious patients.
- Ability to establish and maintain effective working relationships.
- Ability to plan and direct the work of others.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain records and prepare reports.
- Willingness to work nights, weekends, holidays, and assigned shifts.
- Willingness to assist in training activities for both paid and volunteer personnel.
- Willingness to maintain vehicles, equipment, and quarters in good condition.
- The employee must have the physical and mental ability to perform the essential functions of the job, either with or without reasonable accommodations.

- Dependability, integrity, good judgment, resourcefulness, tact, and courtesy are required.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

#### **Physical:**

The employee must be able to sit for extended periods of time. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. As a result, this position requires considerable visual effort. The employee's ability to hear and communicate (verbal or written) must be adequate to enable them to understand and carry out detailed instructions. The employee must possess the knowledge and ability needed to utilize a variety of equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. The employee must have the physical ability to carry and operate a variety of medical equipment and have the ability to lift patients as necessary. The employee must have the operating knowledge/skill or otherwise demonstrate the ability to meet the requirements of the job.

#### **Mental:**

Mental factors include the ability to multitask and prioritize. The employee will need the aptitude to understand emergency preparedness and medical response. The employee must possess a solid intellect and a good memory. It is necessary for an employee to keep track of details. He or she must have the ability to concentrate and make logical and informed decisions. This work involves moderate demands of an unpredictable work volume, frequent interruptions, regular changes in work priority, occasional rush order to deadline conflict, and the potential for distressing calls.

#### **Environmental:**

Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. There is some significant travel and networking outside of the office environment. The employee may occasionally work alone. Approximately 50% of the work is performed indoors in a temperature-controlled environment and the other 50% would be in a training environment. Excessive heat, cold, humidity, noise, etc., could be considered moderately disagreeable factors of this job.

Originally Created: 10/2022

## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850