



# City of Tempe

## MEDICAL TRANSPORTATION CONTRACT COORDINATOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	252	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Fire	<i>Salary / Hourly Minimum:</i>	\$54,271
<i>Supervision Level:</i>	Non-supervisor	<i>Salary / Hourly Maximum:</i>	\$73,266
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	EMS Coordinator
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Paraprofessionals

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives general direction from the Fire Deputy Chief (Medical Services) or from other supervisory or management staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three years' experience in fire department Emergency Medical Service operations or ambulance operations (preferably with an agency where the Fire Department is the primary EMS provider and the ambulance company is the primary transportation provider). Experience with EMS teaching, data management, medical records management and report writing is preferred.
<i>Education:</i>	Equivalent to an Associate's degree from an accredited college or university with major course work in nursing, emergency medical services, or degree related to the core functions of this position. Additional training or specialized courses related to the experience requirements is desirable.
<i>License / Certification:</i>	<ul style="list-style-type: none"> <li>• Must possess and maintain a valid driver's license.</li> <li>• Possession of an Arizona Department of Health Services certification as an Emergency Medical Technician and/or Paramedic.</li> </ul>

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To analyze, plan, design and

administer the Medical Transportation contract and to oversee daily operations of contractor units operating in the City.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Oversee quality of service provided by contractor and assure contractor provided services support the City and Department stated mission, vision, and values.
- Monitor contractor compliance with the Medical Transportation Contract; research and provide recommendations for the resolution of contract issues.
- Conduct research and analysis of current and future transportation contracts to ensure contractor services reflect the highest level of patient care standards.
- Serve as a liaison between the Fire Department and the contract provider; function as liaison between contractor and contractor's communications center regarding dispatch issues.
- Represent the Fire Department in meetings with representatives of appropriate agencies (other fire departments, other ambulance companies and hospitals) to examine medical service delivery issues related to patient transportation and seek resolution to both local and regional problems.
- Develop and conduct training activities for contractor employees in the areas of fire ground operations, safety, command procedures and initial orientation to Tempe EMS operations.
- Perform field observations and evaluations of contractor operations and personnel; identify areas in need of improvement and recommend corrective measures.
- Assist in the preparation of transportation contracts and requests for proposal.
- Prepare and submit periodic reports required to monitor contract compliance.
- Attend contractor's quarterly personnel meetings.
- Coordinate ambulance coverage for special events.
- Oversee cost recovery programs related to the Medical Transportation contract.
- Manage patient encounter forms; compile, organize and input patient encounter form data utilizing an access database; perform database queries and generate reports as necessary.
- Manage, and update annually, the Department's Ambulance Contingency Plan.
- Perform related duties and provide staff assistance as assigned.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

JOB DESCRIPTION HISTORY
<p><i>Effective June 2006</i>  <i>Revised July 2009 (supervision received)</i></p>