

JOB DESCRIPTION

POSITION TITLE:	Deputy Chief – Operations
REPORTS TO:	Chief

SUMMARY:

The deputy chief of operations is responsible for overseeing the daily operations of the service. This involves supervising a team of commanders responsible for three operational areas: EMS, Fire/Rescue, and Auxiliary/Communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages and oversees all operations.
- Oversees schedules, assignment of personnel, and ensures proper allocation of resources
- Approves staffing.
- Communicates with event organizers, assesses and assigns required resources.
- Initiates internal investigations as required in personnel misconduct, complaints, inquiries, and incidents in collaboration with other officers, and human resources as necessary.
- Employee disciplinary action in collaboration with other officers, and human resources.
- Responds to questions, complaints and requests for information from the general public, patients, fire, law enforcement, and medical personnel from other agencies.
- Serves as a liaison between the event organizers and the company.
- Attends official functions as required.
- Attends events as required to supervise, monitor, or evaluate staff performance.
- Assists management team as required in the recruitment of staff.
- Responds to emergencies as required.
- Actively recruits and markets SEMS event services to support and expand operations.
- Assists with budgeting within the company parameters.
- Other duties as assigned.

QUALIFICATIONS/REQUIREMENTS:

- Community College Diploma (Degree Preferred) in Emergency Health Care/Paramedicine
- Valid CPR Level C for HCP
- ACLS Preferred
- Class G drivers license with less than 7 demerit points or prohibition from driving under the criminal code (Class F Preferred)
- Knowledge of Basic life support medical care methods, procedures and techniques,

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performance based Paramedic operations, training and reporting, Highway Traffic Act, Occupational Health and Safety Act, Ministry of Health policies, procedures, equipment supplies, use of medications, vehicles, base stations.

- Quality paramedic work experience and knowledge of the local area are desired qualities.
- Computer literacy a preferred asset.
- Meets all of the hiring policies as outlined in the operational guidelines of Superior EMS.

Date of Approval: March 6, 2017

Date to be Reviewed: March 7, 2019

Authority: Chief



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