

# JOB DESCRIPTION

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**POSITION TITLE:** Deputy Chief – Operations  
**REPORTS TO:** Chief

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## **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.

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**Date of Approval:** March 6, 2017

**Date to be Reviewed:** March 7, 2019

**Authority:** Chief

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