



CENTRAL COUNTY FIRE DEPARTMENT EMERGENCY MEDICAL SERVICES MANAGER

Summary of Benefits: Management
FLSA: Exempt

Revised and Adopted date: 4/8/2026
Effective date: 7/13/2026

DEFINITION

To plan, organize, coordinate, implement and monitor the emergency medical services (EMS) program within the Central County Fire Department; to provide expertise in program elements for the Department; to perform a variety of professional and technical tasks relative to the assigned area of responsibility; and to perform other duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Emergency Medical Services Manager level is responsible for a program area within the Department including planning, organizing, and implementing program elements.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Training Battalion Chief.

Exercises technical supervision over Fire Department staff as it relates to EMS program activities.

ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the accomplishment of EMS program activities; develop and implement policies and procedures.
- Develop and implement a comprehensive EMS program by compiling, evaluating and determining standards and protocols for various levels of pre-hospital medical care.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Coordinate and oversee the department's Controlled Substance Program including, the security of controlled substances, reporting to regulatory agencies, and required documentation.
- Research, compile and prepare reports and documentation on program activities; analyze program and develop corrective action.
- Provide clinical quality assurance/quality improvement oversight; review EMS patient care reports and provide feedback to paramedics to identify and analyze program needs, trends, and system effectiveness; ensure appropriate care is delivered and adherence to county and state regulations; identify trends and gaps in patient care; investigate clinical performance; and review notification of exemplary care and complaints.
- Monitor program operations and Fire Department staff for compliance with local and state rules and regulations.
- Participate in budget preparation and administration; prepare cost estimates for budget

recommendations; submit justifications for program materials and equipment; monitor and control expenditures.

- Review, monitor, and revise training program content to ensure compliance with standards and department needs; conduct, coordinate and/or schedule EMS in-service training; regularly visit stations and meet with paramedic staff; respond to questions or concerns posed by paramedics.
- Conduct EMS education drills; develop skill scenarios; participate in ride-a-longs and respond to alarm calls to observe and critique emergency medical services techniques and methods used by paramedics.
- Manage EMS records and reporting systems; maintain records and generate reports for paramedic education and licensing requirements.
- Serve as designated Infection Control Officer for the Department.
- Represent function on committees, outside organizations, and at staff subcommittees as necessary, coordinate EMS activities with other divisions and outside agencies.
- Prepare, oversee and participate in the teaching, training and education of all EMS components within the department; assist Emergency Medical Technicians (EMT) and Paramedics with re-certification needs.
- Participate in evaluating and making recommendations for the purchase of equipment and supplies used in EMS programs; assist in equipment maintenance and medical inventory control.
- Participate in evaluating Fire Department personnel to ensure EMS performance standards compliance; may provide technical expertise regarding medical performance in disciplinary actions.
- Review and update the Fire Department's exposure control program including assisting with drafting policies and procedures, providing training, and writing exposure follow-up reports; work with Administration on required "Designated Officer" duties and responsibilities.
- Analyze and interpret relevant legislation, regulations and local protocols that may impact Paramedic, EMT or other department EMS programs; make written recommendations as necessary.
- Represent the Department with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other Department employees and the public using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of emergency medicine, including clinical assessment techniques and the principles of patient prioritization and stabilization.
- Principles, terminology, procedures, medications and equipment used in the administration of emergency medical response and patient treatment for both Basic Life and Advanced Life Support.
- Curriculum development, effective instructional delivery strategies and development of instructional materials.
- Equipment, tools and materials used in providing emergency medical care.

- Pre-hospital medical practices and regional protocols.
- Principles and practices related to the development, management and administration of EMS systems and quality assurance programs.
- Effective training techniques and learning processes.
- Pertinent Federal, State and local laws, codes and regulations.
- Principles of budget preparation and administration.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Safe work practices.

Ability to:

- Organize, implement and direct all aspects of an EMS quality assurance program.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.
- Monitor, evaluate and provide feedback regarding the work performance of EMTs and Paramedics.
- Coordinate, develop and conduct a variety of EMS training programs for Fire Department staff and the public.
- Research and analyze operational and technical issues and develop appropriate recommendations for action.
- Interpret and explain Fire Department policies and procedures.
- Develop and recommend policies and procedures related to assigned operations.
- Develop and maintain accurate record keeping systems.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Department goals, objectives and activities.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and training that would provide the best qualified

candidates. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a bachelor's degree from an accredited college or university with major course work in health services, fire science, public health or related field.

Experience:

Three years of increasingly responsible experience in the training and/or delivery of health care services, fire services, or emergency medical care. Two years academic training experience or clinical experience in the practice of emergency medicine or pre-hospital care is desirable.

License and/or Certificate:

- Certification as an EMT- Paramedic.
- Possession of an American Heart Association (AHA) Basic Life Support (BLS) Instructor certificate within one year of appointment. Failure to obtain the required certificate within one year will result in release from probation.
- Certified EMT-P preceptor is highly desirable.
- Certified San Mateo County Paramedic orientation trainer is highly desirable.
- Advanced Cardiac Life Support (ACLS) Instructor and Pediatric Advanced Life Support (PALS) Instructor are highly desirable.
- California licensure as a Registered Nurse or Physician's Assistant is highly desirable.

ENVIRONMENTAL ELEMENTS:

Work is performed in a typical temperature-controlled office environment subject to typical office noise and environment with exposure to outdoor environmental conditions. Positions may be required to work outside of normal business hours including evenings and weekends and the ability to travel.