

Shift Captain

General Statement of Duties

Responds to emergency calls and performs emergency medical services, fire suppression activities, rescue, damage control and property preservation. Performs quality assurance on EMS charts and Fire reports, oversees EMS continuing education program, and recertification of all EMS credentials. The Shift Captain supervises the activities of EMT's and firefighters. Maintains a state of readiness of facilities and equipment by scheduled inspections, testing and maintenance. Promotes health and safety of the department and community through education. This position will work 24 hour shifts and will be on the ambulance for the entire shift.

Distinguishing Feature of the Class

An employee in this class assists with supervising a variety of departmental activities to include fire suppression, fire prevention and education programming, and emergency medical response to protecting the lives and property of the citizens from fire damage, emergency medical calls and injury. The Shift Captain focuses on the emergency medical services planning, organizing and service while also assisting with fire related matters. The employee is accountable for the supervision of the departmental career staff and volunteers, ordering medical supplies, and maintaining departmental EMS protocols, overseeing the EMS precepting program, and EMS continuing education program. The employee provides input into the need for new equipment and programs, works with the County and other departments on collaborative relationships regarding EMS protocols and medical director. The employee attends major fire and emergency medical calls and may take command at the site; consequently, skills must be maintained in the use of firefighting, fire equipment operation, and emergency medical response. The employee is subject to hazards associated with firefighting and emergency medical work including working in both inside and outside environments, in extreme cold weather, and exposure to various hazards such as exposure to high heat, exposure to chemicals, and in the proximity to moving mechanical parts, electrical current, and working in high places. Employee may be exposed to atmospheric conditions and is subject to the OSHA requirements on blood borne pathogens, may be required to wear a respirator, and may be required to work in close quarters. Considerable judgment and expertise is required in directing fire work, medical emergency calls, and other calls for service, and training and in setting and monitoring work standards. Work is performed under the general supervision of the Fire Chief and Battalion Chief of Operations. The employee is evaluated through observation, conferences, and written reports concerning the quality and effectiveness of fire, EMS and rescue work.

Duties and Responsibilities

Essential Duties and Tasks

Plans, organizes, and directs departmental EMS operations and recommends departmental policies on emergency medical response matters; develops short- and long-range goals; participates with Chief in planning for apparatus, technology and equipment needs, staffing needs and related matters.

Develops and recommends programs that serve the citizens based upon the needs of the City.

Works with staff to assure effective firefighting operations, emergency medical response and rescue services and to maintain sufficient level of preparedness and training; insures necessary level of participation, training, and competency by volunteer members of the department.

Maintains an awareness of personnel, property, and operations of the department; analyzes and takes action on such information in order to improve departmental operations; regulates and balances workload; reviews work objectives and expectations.

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Coordinates protocols, mutual aid, medical directives and medical director compliance with the County; submits quarterly expense requests to the County.

Manages contracted billing vendor for EMS response and transports.

Prepares and reviews operational, training, medical and administrative reports; ensures required quality control.

Participates in the discipline, and evaluation of departmental employees and volunteers; articulates a clear sense of mission, vision and priorities for staff.

Responds to major emergency and fire calls and may take command of fire ground operations; stays abreast of fire operations and programs including familiarity with modern fire equipment and suppression operations.

Ensures maintenance of necessary inventory of medical supplies and medicines.

Responds to complaints and problems regarding patient care, customer service, billing issues, etc.

Additional Job Duties

Performs related duties as required.

May perform the work of any subordinate staff.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of the principles and practices of fire service management, fire inspections, fire training, and Emergency Medical Technology, and skill in their application.

Thorough knowledge of modern firefighting practices and methods and of the equipment use.

Thorough knowledge of EMS operations.

Thorough knowledge of the laws and regulations which pertain to fire prevention and control.

Thorough knowledge of the types of industrial and commercial operations in the City and the potential fire hazards typical of each.

Thorough knowledge of the hazards common to the various types of construction and the storage of inflammables and explosives.

Thorough knowledge of modern and effective management principles and practices including motivation, communication, leadership, conflict resolution, performance coaching and evaluation and use of discipline and grievance processes.

Considerable knowledge of the City's personnel, budgeting, and purchasing policies and procedures.

Considerable knowledge of the application of information technology to the work of the department.

Skill in public speaking, collaborative conflict resolution, and customer service excellence.

Ability to prepare clear and concise reports analyzing departmental operations and to develop and manage a departmental budget.

Ability to communicate effectively in writing.

Ability to effectively supervise and evaluate the work of staff, and to plan, assign, and coordinate activities performed by personnel.

Ability to exercise sound judgment and react effectively in emergency situations, and to maintain good physical condition.

Ability to speak effectively before a group, to deal tactfully and firmly with the public, and to establish and maintain effective working relationships.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, pulling, lifting, talking, hearing, and perform repetitive motions.

Must be able to perform medium work exerting up to 100 pounds of force occasionally, and 50 pounds of force frequently, and up to 20 pounds of force constantly.

Must possess the visual acuity to perform accounting, computer work, and extensive reading in addition to operating equipment.

Desirable Education and Experience

Graduation from a community college with a degree in fire science, medical technology, public administration or other related field, completion of advanced courses and seminars in fire administration and fire science and emergency medical service, and considerable fire and/or EMS supervisory experience; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.

Willingness and ability to obtain the required State and level certification as mandated by the City.

Certification from the State as an Emergency Medical Technician; prefer EMT Intermediate. If EMT, must obtain AEMT within 1 year of hire.

Possession of a Fire or EMS Officer certification.

Possession of Fire Instructor certification and/or EMS Instructor Certification or obtain within 2 years.

Possession of Emergency Vehicle Driver and Driver/Operator certifications.

Current CPR Certification.