

Operations Manager

Marshall Area Fire Fighters Ambulance Authority

Reports To: EMS Executive Director

Full-Time

Class Summary

The Operations Manager is responsible for managing the daily operations of the Marshall Area Fire Fighters Ambulance Authority. This position provides leadership and oversight of EMS supervisors and frontline staff, ensures the effective deployment of resources, and maintains compliance with local policies, and state/federal regulations. The Operations Manager serves as a key operational leader supporting the Executive Director in achieving departmental goals, maintaining service readiness, and ensuring high-quality emergency medical care for the community.

Distinguishing Characteristics

This is a management-level classification. The Operations Manager is distinguished from Shift Supervisors by its broader responsibility for system-wide operations, staffing, compliance, and performance management. It is distinguished from the Executive Director in that it does not exercise ultimate authority over strategic planning, budget approval, or overall departmental administration but functions as the Director's principal operational manager, ensuring the delivery of daily EMS services across the municipality.

Examples of Duties

- Direct and oversee daily EMS operations, including scheduling, staffing, deployment, and response readiness.
- Supervises and evaluates Shift Supervisors, provides guidance and leadership to field staff.
- Coordinates vehicle, equipment, and station readiness to meet maintenance, operational and safety standards.
- Implement departmental policies and procedures.
- Responsible for scheduling of EMS shifts/personnel, posting monthly staff schedules, making changes as needed.
- Ensure adherence to medical and response protocols, and SOP's: Participates in development, evaluation and revisions of department policies.
- Collaborate with the Medical Director and Quality Assurance team to monitor patient care and system performance.
- Conducts audits, reviews incident reports, and implements corrective actions.

- Participates in investigations related to field operations, in conjunction with supervisors, and professional teams. (e.g., vehicle accidents, unusual occurrences, complaints)
- Works with supervisors and staff to address issues related to quality and accuracy of documentation.
- Processing employee concerns and problems, directing work, counseling, and is the first step in administering disciplinary action.
- Assists in preparing and administering the department's annual budget.
- Oversees purchasing, inventory, and fleet/equipment management.
- Participates in recruitment, hiring, and training.
- Represents EMS in meetings with city/township officials, community stakeholders, and interagency partners.
- Responds to major incidents, special events, and declared emergencies in a command capacity.
- Assists the Director and functions as Acting Director in times of absence.
- Completes other tasks as assigned by the Executive Director.

Minimum Qualifications

Education and Experience:

- Ten (10) years of progressively responsible EMS experience, including five (5) years in a supervisory or management capacity.
- Experience within a municipal or public-sector EMS system strongly preferred.

Licenses and Certifications:

- Current state Paramedic license/certification required.
- Valid state driver's license with acceptable driving record.
- ICS/NIMS certification (ICS 100, 200, 700, 800 required; ICS 300/400 preferred). Within first year.
- Maintain all certifications, and training required to work as a Paramedic in Calhoun County

Knowledge, Skills, and Abilities

- Knowledge of EMS systems, regulations, and operational practices.
- Ability to lead and manage personnel.
- Ability to analyze operations and implement improvements.
- Strong interpersonal, communication, and conflict-resolution skills.
- Ability to prepare clear reports and present information to city officials, employees, and the public.
- Ability to remain calm, decisive, and effective in emergency situations.