

The Town of New Milford is hiring! The New Milford Community Ambulance Corp. is actively recruiting for an EMS Operations Manager. This position will be responsible for the general oversight of the New Milford Ambulance operations, including the building and field supervision and support. We are seeking a CT licensed Paramedic who has or will obtain local medical control and has supervised both ALS and BLS emergency response crews and is familiar with regional and state EMS protocols. Qualified and interested candidates must submit a completed Town of New Milford employment application, resume, cover letter, and 3 professional references to [Personnel@newmilford.org](mailto:Personnel@newmilford.org). Applications are obtained on the town website [www.newmilford.org](http://www.newmilford.org).

<b>JOB CLASSIFICATION DESCRIPTION</b>
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**New Milford Ambulance**

**Job Title: EMS Operations Manager**

**Salary: \$70,00 - \$75,000 (with full Town benefits)**

**Full-time- Exempt  
Non-Union**

**Job Summary:** This position is a professional, highly skilled, full-time, and year-round job that is essential to our ambulance service. The hours are dependent on the operational needs of the service, with the major portion of the hours being dedicated to management duties. This position is also responsible for assisting the Board Chair and the Line Officers with administrative and clerical duties pertaining to the operation of the New Milford Ambulance.

**Supervision Received:** Reports to the Mayor, supervised by Mayor with input from NMCAC Board of Director's Chair

**Essential Job Functions:**

- Ensures adequate ambulance staffing, the daily inventory of the ambulances at the beginning of every shift. Ensures the correction of any deficiencies.
- Orders equipment and supplies, as needs arise.
- Operates according to the NMCAC Policies and Procedures and in accordance with Connecticut and Region V Treatment Protocols.
- Assures that the ambulances, equipment, and quarters are clean and in good order. Sees that the ambulances are re-stocked after runs according to NMCAC, Region V, and Connecticut Regulations and Protocols.
- Responds to emergency calls when appropriate and necessary.
- Ensures completion of EMS tasks and may be asked to perform public service tasks such as taking blood pressures and giving tours of the ambulance, assisting at the HS EMT class, or other community centered events.
- Is Primary interface with most vendors (including those that provide EMTs and Paramedics for crews.)
- Upon request of either the Mayor or NMCAC President attends specific Town or NMCAC meetings.
- Attends designated NMCAC Ambulance Board and Committee meetings to take and disseminate, minutes to all committee members.
- Assists the Billing Coordinator in tracking, organizing, and reconciling billing issues between the ambulance, billing service and patient.

- Assists in monitoring, maintaining, and disseminating information of all local, regional, state, and federal mandated requirements and compliance.
- Is familiar with or has access to all NMCAC Ambulance, Region V, OEMS, other state and federal regulations, policies, and laws regarding the ambulance service.
- Provides a written and verbal monthly report to the Mayor and the NMCAC BoD.
- Performs other duties as requested that are necessary and appropriate.

**Knowledge, Skills and Ability:**

- Demonstrated ability to maintain accurate records and files.
- Demonstrated ability to handle confidential matters
- Demonstrates basic skills in typing, computer knowledge i.e., Microsoft Word, Excel, and PP etc.
- Demonstrated knowledge of ambulance and EMS policies and procedures.
- Ability to create, educate, and distribute effective policies.
- Demonstrated ability to effectively work with Town Officials, employees and the public in a professional, effective and courteous manner both in person and over the phone.
- Demonstrated ability to supervise paid staff, volunteers, and contractors.
- Ability to work in an office environment with consistent interruptions.

**Education, Training And Experience:**

- Current Connecticut Paramedic license
- Current American Heart Association Health Care Provider Certification, and if applicable ACLS
- Current valid driver's license throughout employment
- Minimum of 3 years of service as a 911 Paramedic preferred.
- Must have or obtain Local Medical Control within 6 months
- College business degree preferred.
- Veteran preferred.
- Physical Requirement: Good physical stamina, endurance and body condition that would not be adversely affected by frequently having to walk, stand, lift, carry and balance at times, in excess of 125 pounds in all weather conditions.

(This description lists only those job duties necessary for salary evaluation and does not include each and every job requirement.)

The hiring and personnel related decisions for this position must be approved by the Mayor, and shall have a bi-annual performance review by both the Mayor and New Milford Community Ambulance Corp Chair.

The Town of New Milford is an Equal Opportunity Employer.

Approved by Town Council 3/28/2022