

South Howell County Ambulance District Job Description	
Operational Area: Administration/Business	Job Title: Chief Operations Officer
Reports to: CEO	Reports From: N/A
FLSA Status: Exempt	
Revision Prepared By: Charles Rader-COO	Reviewed By: Administration Approved by BOD: 03/21/2023
Original Date: March 2023	Revised Date: 03/2023

ADMINISTRATIVE/BUSINESS OPERATIONS SUPPORTIVE MISSION:

- Administrative/Business operations purpose is to ensure that the Federal, State, local regulations/laws are in compliance; that proper billing, receiving and accounting of revenues are maintained; that policy & procedure writing and compliance of such (in accordance with the will/direction of the Board of Directors) are followed. It also provides the top-level operational command structure for all District staff and department heads. When functioning at a high moral and efficient level this department provides the needed financial, logistic, administrative support and talent management skills required to support all departments and the Districts primary mission of providing emergency services to the public.

SUMMARY OF THE FUNCTION AND PURPOSE OF THIS POSITION:

- A chief operating officer (COO) is usually the second-highest ranking executive in a district. The chief operating officer is in charge of executing daily operations for the district, and is second in responsibility only to the chief executive officer (CEO). The COO's job is to help set standards for the district and work with administration to ensure that processes, training, and quality of output of goods and services reflect these standards. They may receive constant data-based reports and overviews which include snapshots of revenues, efficiency, and even waste that can be acted upon to improve the company's performance.

QUALIFICATIONS:

- Education and Experience:
 - BS/BA in the field of business and/or management preferred or ten (10) years industry experience.
 - Five (5) years previous experience as an administrator or administrative staff member preferred.
- Job Knowledge:
 - Comprehensive understanding of all components of an EMS system, as well as laws, regulations, and requirements related to EMS.
 - Personnel management, supervision and employment law.
 - Organizational techniques.
 - Budgeting, purchasing and bid procurement.
 - Computer operations and data analysis.
- Skills:
 - Effective communications with a diverse range of audiences and settings.
 - Maintain order in an environment of changing policies.
 - Assess operational, personnel and administrative needs.
 - Efficiently manage time to achieve desired results and minimize stress.

- Achieve results through delegation.
- Identify and resolve problems.
- Establish and maintain working relationships with representatives from outside agencies, fellow employees, subordinate personnel and the general public.
- Independently plan, organize, schedule, coordinate and make decisions and judgments relating to assigned projects and other responsibilities.
- Licenses/Certifications:
 - BS/BA degree
 - Valid driver's license
 - Other Applicable licenses/certifications

PRIMARY JOB RESPONSIBILITIES/COMPETENCIES:

- Supports and oversees all departments to enhance and assist the implementation of the operations of the District.
 - Administrative:
 - Coordinates the planning and implementation of the District's short and long-range goals, as approved by the Board of Directors.
 - Ensure compliance with all legal requirements governing the District (licensure, etc.).
 - Thorough knowledge of the meaning and intent of all the statutes of Missouri pertaining to the operation of an ambulance District; the Missouri Ethics Laws; the Missouri Sunshine Laws; the HIPAA Law.
 - Oversees the overall financial planning of the District and works with each department heads estimating their annual budget.
 - Knowledge and experience with development of budget planning.
 - Monitors expenditures and approves purchase request within spending authority.
 - Procedural knowledge of all accounting practices.
 - Oversees the coordination of all requests for bids, contracts and service agreements along with approval of all equipment purchases outside of normal operations (all budgeted items need to be presented to board for approval).
 - Policy and procedure knowledge pertaining to bids, contracts and service agreements and equipment outside of normal operations.
 - Act as technical consultant to the CEO and BOD in matters relating to emergency medical services, personnel, equipment, and required trainings.
 - Attends all monthly board meetings and keeps the Board informed of all Districts affairs.
 - Attends meetings, such as Regional and State meetings, participates in community activities (i.e. Chamber of Commerce), as needed to keep the Board updated on affairs of the District.
 - Coordinates and works closely with department heads to facilitate their operations.
 - Performs other duties and assignments as directed by the CEO.

Note: The above is not the exhaustive list of responsibilities. Other duties may be assigned which may or may not be related to the primary responsibilities yet would be reasonable with the individual's skill set and behavior and which also are supporting the department or our overall mission.

Note: the above is not an exhaustive list of competencies, others may/will be added insofar as such are not retaliatory, designed to be discriminatory or create a hostile work environment

Measurable Performance Grouping – related to any performance-based remuneration and/or pay increase which would be based on objective documentation of compliance with their job description, departmental operational guidelines, departmental/administrative directives and the District’s policy and procedure manual. Any Board approved performance-based remuneration/pay raise would be part of an overall District wide program to improve all district operations.

- *Below expectation performance:* the employee fails to meet a minimum level of measurable performance by displaying behavior/s less than conducive to a positive workplace; i.e. argumentative, overly and unjustifiably critical of others/system, has received warnings/write-ups etc. This employee will receive minimum, if any, performance type remuneration and/or pay raise.
- *Meets Expectations:* the employee meets the minimum level of measurable performance and is valuable as they are the type who show up for work, perform their duties and seldom cause any workplace issues. This employee would receive middle-of-the road performance remuneration and/or pay increase.
- *Superior Performance:* the employee exceeds in their work by complying with policies while actively taking on extra duties, which mentor and interact with their team in a positive uplifting way, who share with management methods to improve the workplace and/or system, who attend meetings etc. This employee may receive up to the maximum allowed remuneration and/or pay raise.

SHIFTS, HOURS WEEKLY, OVERTIME, TRAVEL:

- This position is full-time (40 hours) per week
- Overtime may be required/mandatory depending on work load
- Travel will be required to attend training etc., and could include overnight stays

PHYSICAL REQUIREMENTS OF JOB TASKS:

Note: the “intermittent” – “Constantly” definitions cover all this section of physical requirements. You can reference the standing subsection, walking subsection etc. back to these definitions. All may be performed during initial or return fitness for duty testing, patient care situations or training sessions

INTERMITTENT is on an "on and off again" basis;

RARELY = <1 % of the time **FREQUENTLY** = 34 - 66% of the time

OCCASIONALLY = 1 - 33% of the time **CONSTANTLY** = 67-100% of the time

Percentage of work day and/or intermittence is noted if appropriate. **N/A denotes "not applicable."** Surface, body part involved, object used, weight, distance, and average/maximum times are noted below.

STANDING: Occasionally

WALKING: Occasionally

SITTING: Constantly

DRIVING: Intermittent

BALANCE: Intermittent

TWIST OR TURN: Occasionally

BEND/STOOP: Occasionally

CROUCH/SQUAT: Occasionally

CRAWL/KNEEL: Occasionally

PUSH/PULL: Occasionally

CARRY: Occasionally

USING HANDS, FINGERS, MAJOR JOINTS, REACHING, MOVEMENTS ETC:

SHOULDER TO OVERHEAD: Occasionally

WAIST TO SHOULDER: Occasionally

KNEE TO WAIST: Occasionally

FLOOR TO KNEE: Occasionally

EXTENSION/FLEXION: Frequently

HANDLING/GRASPING: Frequently

SPEAK/HEAR REQUIREMENTS: So as to function in an office

VISION REQUIREMENTS: So as to function in an office utilizing paper print, computer screens etc

LIFTING and/or CARRYING:

1 -10 lbs. Frequently

11 - 20 lbs. Frequently

21 - 30 lbs. Frequently

31 - 50 lbs. Occasionally

51 - 75 lbs. Rarely

76 - > 100 lbs. Rarely

POSSIBLE JOB MODIFICATIONS:

A. *South Howell County Ambulance District reserves the right to modify this job description insofar as such modification does not violate Federal or State law/regulations, is retaliatory in nature and/or creates a hostile work environment for a protected class*

B. *This job description may be altered to reasonably accommodate a qualified disabled individual insofar as such accommodations are not cost prohibitive and the individual can meet the required accountabilities, competencies and physical requirements of the position*

C. *This job description in no way implies or is to be construed/interpreted to be an employment contract as the employee relationship is "at-will". Meaning, the employee or District can sever ties with or without advanced notification or reason*

Chief Operations Officer Job Description Acknowledgement

Review and signature section:

Employees are given several opportunities to review and understand the skill set job description.

- 1. Via our website and referenced on the application
- 2. When onboarding with human resources
- 3. Final review with signatures below

Reviewed and explained South Howell’s job description and its relationship with guiding documents and workplace culture. Any clarifying questions were addressed to the employee and my satisfaction.

Print, then sign name and date below:

Printed Employee Name: _____

Employee Signature: _____ Date: _____

Printed Board Chairman: _____

Signature Board Chairman: _____ Date: _____

Printed HR: _____

Signature HR: _____ Date: _____