



KB Ambulance Corps, Inc.
294 Westcott Road
P.O. Box 209
Danielson, CT 06239
(860) 774-7625 Administrative
(860) 779-2069 Fax

Job Title: Operations Manager

Organization: KB Ambulance Corps, Inc.

Location: Danielson, CT

Job Type: Full-time

About Us: KB Ambulance Corps, Inc. is a dedicated and compassionate non-profit organization committed to providing high-quality emergency medical services to the communities of Northeast Connecticut. Our mission is to save lives and enhance the health and well-being of our residents through exceptional patient care, community engagement, and professional development. We are seeking an Operations Manager to lead our team in delivering outstanding emergency medical services.

Position Overview: The Operations Manager will be responsible for the overall direction, planning, implementation, and maintenance of all operational functions related to 911 and transport services. Reporting to the Chief of Service, this role plays a vital part in maintaining high-quality patient care, efficient scheduling, staff oversight, fleet management, and training programs. This role is crucial in ensuring the efficient day-to-day operations of our ambulance services.

Key Responsibilities:

1. Staff Oversight:

- Supervise and lead a team of Paramedics, EMTs, EMRs and support staff.
- Ensure proper staffing levels for 911 and transport operations.
- Conduct performance evaluations, provide feedback, and manage disciplinary actions as needed.
- Foster a positive and collaborative work environment.

2. Scheduling:

- Create and oversee the management of staff schedules, ensuring appropriate coverage for all shifts and locations.
- Oversee handling of scheduling conflicts and address staffing shortages proactively.
- Coordinate with supervisors to manage time-off requests and shift rotations.

3. Fleet Management:

- Coordinate with Fleet supervisor the maintenance, repair, and cleanliness of the ambulance fleet.
- Ensure that all vehicles are stocked and equipped to meet ALS standards.
- Monitor fuel usage and maintenance schedules to optimize vehicle readiness.

4. Training and Development:

- Oversee the development and implementation of training programs to enhance the skills and knowledge of personnel.
- Ensure compliance with ongoing training and certification requirements.
- Facilitate continuous education and professional development opportunities.

5. Quality Assurance:

- Coordinate, Implement and maintain quality assurance programs for patient care and clinical procedures.
- Conduct regular audits and assessments to identify areas for improvement.
- Collaborate with medical directors to ensure adherence to medical protocols.

6. Compliance and Documentation:

- Ensure compliance with all regulatory requirements, including EMS standards and state regulations.
- Oversee the accurate and timely documentation of patient care reports.
- Address and resolve compliance-related issues as they arise.

Qualifications:

- Minimum of 5 years of experience as a Paramedic or equivalent medical professional experience

- Minimum of 3 years of supervisory experience
- Strong leadership and managerial skills.
- Knowledge of EMS operations, protocols, and regulations.
- Excellent organizational and communication skills.
- Proficiency in EMS scheduling and documentation software
- Proficiency in Microsoft Office Suite or similar platform
- Commitment to patient-centered care and continuous improvement.
- Valid driver's license with a clean driving record.

Benefits:

- \$65,000-\$80,000 annually salary commensurate with experience.
- Comprehensive paid health, dental, and vision insurance.
- Basic Life Insurance
- Retirement plan options with company match
- Opportunities for professional development and continued education.
- A supportive and mission-driven work environment.

How to Apply: Interested candidates are encouraged to submit their resume and a cover letter outlining their qualifications and relevant experience to Chief Administrator Stephen Varga at svarga@kbambulance.org. Please include "Operations Manager Application - [Your Name]" in the subject line. Applications will be accepted until end of day Friday September 22, 2023

KB Ambulance Corps, Inc. is an equal opportunity employer and is committed to fostering diversity and inclusivity within our workforce. We encourage candidates from all backgrounds to apply.

Please note that this job description provides essential information about the scope of the position but is not an exhaustive list of responsibilities and duties associated with the role.