

DEPARTMENT: NIAGARA COUNTY
CLASSIFICATION: COMPETITIVE
APPROVED: AUGUST 7, 2025

EMERGENCY MEDICAL TECHNICIAN SHIFT SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the day-to-day supervision of shift operations of the Niagara County Emergency Medical Services for one or more assigned shifts. The incumbent will be a working supervisor who supervises shift staff and participates in advanced life support services work. The incumbent will also coordinate the provision of emergency medical services within Niagara County with other emergency medical services agencies and providers for specific shifts. The work is performed under the supervision of the Supervising Advanced Life Support Technician in accordance with all applicable rules, regulations, policies, procedures and laws. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Supervises staff and directs operations on assigned shift(s);
2. Coordinates the provision of County personnel in support of the response of other emergency medical services agencies;
3. Maintains personnel and training files for staff;
4. Oversees staff performance and provides training, counseling, and discipline of subordinate employees as needed;
5. Responds to and professionally delivers appropriate and required emergency patient care to persons suffering from trauma and/or medical emergencies in various and sometimes physically demanding situations;
6. Documents and orally reports emergency care provided;
7. Assesses emergency scenes for responder safety, determines if additional emergency resources are required and, if so, requests such resources;
8. Supervises, coordinates, and/or collaborates with County staff and other emergency care providers and assists with necessary patient care at the basic and advanced level as required in specific emergency situations;
9. Properly and safely operates emergency response motor vehicles in the performance of emergency response duties;
10. Assists with and/or oversees a quality assurance program as directed by the Supervising Advanced Life Support Technician;
11. Works on the Quality Assurance/Quality Improvement program for the Niagara County Emergency Medical Services;
12. Assists with and/or oversees agency training programs as directed by the Supervising Advanced Life Support Technician including the development of training programs and conducting and/or participating in such programs;
13. Acts as a controlled substance agent for the controlled substance program including, but not limited to, overseeing and taking responsibility for controlled substance medication possession and dispensation by the agency as well as related documentation as directed by the Supervising Advanced Life Support Technician;
14. Attends agency staff meetings and trainings;
15. Attends required local and regional meetings;
16. Complies with mandatory monthly and yearly training requirements;
17. Assists with the scheduling of staff as directed;
18. Maintains and orders adequate stock of medications and supplies;
19. Ensures proper operation of emergency medical equipment and performs required maintenance checks, light maintenance, and cleaning of medical equipment;
20. Performs required cleaning and maintains order of work and storage areas;
21. Oversees the vehicle fleet and performs required maintenance checks, light maintenance, and cleaning of response vehicles.

CONTINUED

EMERGENCY MEDICAL TECHNICIAN SHIFT SUPERVISOR CONTINUED

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles, techniques, and practices of emergency medical services; thorough knowledge of the procedures, equipment, and terminology associated with basic and advanced life support; thorough knowledge of the procedures, equipment, and terminology associated with radio communications in an emergency medical service setting; thorough knowledge of basic administrative principles and practices; good knowledge of the day-to-day operations of an ambulance service; good manual dexterity; ability to comprehend the rules and regulations of local, state, and federal regulatory bodies which pertain to emergency medical services; ability to prepare comprehensive written reports and training materials which contain specialized terminology in the area of emergency medical services; ability to comprehend and apply information presented in tabular form; ability to comprehend and apply information contained in technical manuals pertaining to emergency medical services and equipment; ability to accurately discern street signs and addresses; ability to understand and follow oral and written instructions; ability to communicate effectively both orally and in writing; ability to keep accurate, clear, legible record and make reports; ability to plan, direct, supervise and accept responsibility for the work of others; ability to train and supervise employees in protocols and procedures; ability to get along with patients, physicians, and others; ability to enter and move within private residences; ability to get along well with subordinates and peers and to secure their cooperation; ability to be unaffected by loud noises and flashing lights; ability to work in low light situations and confined spaces; ability to enter and move within private residences; ability to lift and carry 125 pounds (250 pounds with assistance); ability to stoop, bend, and kneel; ability to perform activities in a variety of environments, temperatures, and weather conditions; ability to use good judgement and remain calm in high stress situations; self-motivation; maturity; emotional stability; tact and courtesy; good powers of observation and analysis; physical condition commensurate with the demands of the position.

PROMOTIONAL QUALIFICATIONS: One (1) year of permanent competitive status as an Advanced Life Support Technician at the Niagara County Fire Coordinator's Office immediately preceding the date of exam and possession of an Emergency Medical Technician – Paramedic certification.

OPEN COMPETITIVE QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **and** six (6) months of full-time paid experience performing EMT-Paramedic duties.

SPECIAL REQUIREMENTS AT TIME OF APPLICATION AND FOR DURATION OF EMPLOYMENT:

1. Emergency Medical Technician – Paramedic certification issued by the New York State Department of Health;
2. Possession of a valid NYS driver's license;
4. Must authorize and execute any necessary releases to enable the appointing authority to verify licensure and driving history involving violations and/or crimes;
5. Meet the Qualifications and Competencies set forth in the EMT-Paramedic Functional Position Description by the NYS Department of Health for the duration of employment.

NOTE: The appointing authority is responsible for verifying the appointee's driving record and licensure at appointment and throughout employment. The appointing authority must submit documentation to the Personnel Officer indicating that this has been verified and approved.