

**EMT/ Administrative Services, City of Tipton, Iowa**

<b>Administrative Service/ EMT</b>	<b>City of Tipton Job Code:</b>
<b>City of Tipton Dept/ Division:</b> Ambulance	<b>Adopted:</b> 12/27/2016; <b>Amended:</b>
<b>AFSCME Salary Grade:</b> _____	<b>Manager Level:</b> Non-Manager
<b>FLSA Status:</b> Non-exempt	<b>Reports to Position:</b> Director of EMS
<b>Physical Demand Rating:</b> Heavy	<b>City Overtime Status:</b> Non-exempt
<b>Work Environment:</b> Controlled/ Uncontrolled	<b>Pre-employment Testing:</b> Drug and health screening after contingent offer
<b>Position Testing:</b> Knowledge & skills test, Data entry, Standard Word, Excel; Job Fit Assessment, Skills and knowledge of a EMT	<b>Personal Protective Equipment:</b> Gloves, ANSI safety approved glasses, outerwear, N95

**General Statement of Duties:** Performs a variety of customer service tasks related to administrative support for emergency medical services, public and EMS education as well as patient care at the Iowa EMT level.

**Distinguishing Features of the Class:** Works under supervision of the Director of Emergency Medical Services with considerable leeway granted for the exercise of independent judgement and initiative.

**Examples of Essential Work (illustrative Only)**

Receives and answers patient's phone calls, in-person inquiries and e-mails regarding personal patient account information, billing, payments, collections, and complaints; Develops knowledge and understanding of internal administrative process. Develops education plans and instructs students from EMS services and the public.

*Correctly files patient documents, both original and electronic, and maintains/ improves organization operations;*

*Maintains customer confidentiality per City Policy and Section 388.9 of the Iowa Code, HIPPA and related legislation;*

Explains Ambulance billing policies and business practices to customers;

Provides information to other City employees and the public concerning activities and practices of the Ambulance Service;

Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;

Performs all work duties and activities in accordance with City policies, procedures and safety practices; Attends work regularly at the designated place and time; Supports continuous process improvement initiatives; Performs related work as required.

Performs all other duties as assigned by the Director of Emergency Medical Services.

**Required Knowledge and Abilities**

Thorough knowledge of modern office clerical, administrative support and customer service practices and procedures;

Good knowledge of department policies, business practices and current issues of concern to the City and the public;

Good knowledge of department terminology, procedures and equipment, including the use of ImageTrend Billing Bridge, computers and related word processing, spreadsheet applications appropriate to assigned duties;

Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;

Ability to deal effectively with customer/ public issues over the phone and in person;

Ability to establish and maintain complex clerical records and files and prepare written reports from such information;

Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;

Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;

Ability to utilize ingenuity and inventiveness in the performance of assigned tasks.

Ability to work with and train new staff in both EMS skills and administrative tasks

Ability to quickly formulate correct decisions for patient care.

Ability to communicate with emergency service providers and other healthcare professionals to ensure continuity of patient care.

**Acceptable Experience and Training**

Graduation from high school or possession of a GED, supplemented by additional training in office administrative support practices and procedures; and, Considerable experience in the performance of

clerical and customer service duties; or, any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Required Special Qualifications**

The position will also require a current Iowa Certification of EMT certification with a minimum of 1.5 years of experience. Additionally, this position requires the following certifications:

- BLS- Instructor
- Iowa Chauffeurs License within the first 60 days of employment
- EMS-Instructor Preferred

Because the Tipton Ambulance Service bills Medicare for services provided by our providers, providers may not be listed on the OIG site as a “banned provider.” Should a provider become listed on the OIG site their employment shall be terminated.

**Essential Physical Abilities**

Requires the following with or without reasonable accommodation:

Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to review a wide variety of written and electronic materials and information;

Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer; as well as operate medical equipment on an ambulance or which a patient utilizes

Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to customers and to other City offices as well as work in a variety of environments to provide patient care.