

EMS CUSTOMER SERVICE COORDINATOR

DEFINITION: Under general supervision to identify, implement, provide and evaluate our exposure control and customer service programs. Assesses and reports on effectiveness of the program status of individual customer service and exposure records.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)

TASKS:

Performs a variety of functions and duties to prevent potential staff exposure and provides customer service needs. Identifies, assesses, recommends and provides curriculum for staff in customer service and exposure programs, that meet requirements and needs for all EMS personnel including full time, part time, and volunteers. Investigates, reviews, assesses, and evaluates new exposure policies and customer service programs to determine applicability for development and implementation. Writes policies and procedures to develop curriculum for new customer service policies and exposures policies.

Performs service as a program facilitator to oversee and assist in training. Develops, maintains and monitors records and files. Analyzes programs and activities. Serves on and works with committees within the community to promote programs/ activities. Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of applicable State of Tennessee statutes, rules, administrative orders, policies and procedures, applicable federal rules and requirements.

Knowledge of Hamilton County policies and procedures.

Knowledge of basic principles and practices of record keeping, file and records management.

Knowledge of community and service resources.

Knowledge in personnel safety practices.

Knowledge in vehicular safety practices.

Knowledge in bloodborne pathogen protection and practices.

Skill in establishing and maintaining cooperative working relationships with employees, the public, County departments, interested parties and the public.

Skill in communicating and producing documents and reports for public dissemination.

Skill in identifying and applying operational standards for the program.

Skill in maintaining records and files of compliance to and status of individuals.

Skill in operating a personal computer utilizing a variety of software applications.

Possess good phone, verbalization, and grammatical skills.

Skill effectively communicating in both oral and written form.

PHYSICAL REQUIREMENTS:

Work involves the risk of bodily harm and potential exposure to infectious diseases. Work may be outside of the normal work schedule, in various extreme weather conditions and on shifts schedule for nights and on weekends. Work may also involve the requirement to lift and carry stretchers carrying people or equipment weighing up to 250 pounds over uneven ground, up and down stairs and in other potentially dangerous circumstances.

MINIMUM QUALIFICATIONS:

The equivalent of an Associate's Degree in Emergency Medicine or a closely related field plus five (5) years experience as a paramedic demonstrating good customer service skills and bloodborne pathogens skills. Applicants must be able to effectively communicate in both oral and written form.

EMS Customer Service Coordinator – continued

ADDITIONAL REQUIREMENTS:

Applicants must be licensed by the State of Tennessee as a Paramedic at the time of application. Incumbents must be able to receive and must maintain a variety of certifications and licenses in the field of emergency medicine, emergency response and other related areas.

Prepared by: FC
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