



El Dorado County Emergency Services Authority

Policy Subject Matter: **4.3 Emergency Medical Services (EMS) Operations Coordinator**

Review Date: **06.24.2026**

Revision Date: **06.24.2026**

Creation Date: **10.11.2023**

I. Purpose:

The purpose of this policy is to establish the job description for and describe the essential functions and qualifications of the Emergency Medical Services (EMS) Operations Coordinator for the El Dorado County Emergency Services Authority (JPA).

II. Policy:

The EMS Operations Coordinator is a key position within the JPA, responsible for supporting system performance, operational effectiveness, and continuous improvement across the regional emergency medical services system.

This position provides integrated support in the areas of system data management, performance reporting, clinical quality improvement, and EMS operations coordination. The role contributes to the development, implementation, and evaluation of system-wide initiatives designed to enhance service delivery, ensure regulatory and contractual compliance and support high-quality patient care.

Working under the direction of the Executive Director, this position collaborates with JPA leadership, the EMS Operations Officer, the JPA Medical Director, member agencies, and system partners to promote data-informed decision-making, operational consistency, and alignment with the JPA's mission, values, and strategic priorities.

The EMS Operations Coordinator may be assigned to represent the JPA in meetings, committees, and stakeholder engagements, and perform other related duties as required to support the evolving needs of the organization.

III. Position Duties:

The EMS Operations Coordinator performs a variety of professional, technical, and administrative functions in support of the JPA's EMS system. Duties may include, but are not limited to, the following:

A. System Performance, Data & Reporting

1. Develop, maintain, and update regular system performance reports, including response time compliance, unit hour utilization, and other contractual performance metrics.
2. Collect, analyze, and interpret EMS system data to identify trends, system performance issues, and opportunities for improvement.
3. Ensure accuracy, completeness, and timeliness of data reporting in compliance with contractual, regulatory, and organizational requirements.
4. Assist in the development and maintenance of reporting tools, dashboards, and data systems, including the electronic patient care reporting (ePCR) system.

B. Clinical Quality Improvement (CQI) Support

5. Assist in the coordination and implementation of the JPA's EMS Continuous Quality Improvement Program (CQIP).
6. Participate in the review and evaluation of patient care reports and system performance indicators.
7. Support the preparation of CQI reports, summaries, and presentations for leadership and the Board of Directors.
8. Coordinate feedback and follow-up with EMS personnel in collaboration with Medical Direction and agency leadership.
9. Monitor compliance with applicable EMS clinical standards, policies, and regulatory requirements.

C. EMS Training & Continuing Education

10. Assist in the coordination, scheduling, and delivery of EMS training and continuing education programs.
11. Maintain documentation and compliance requirements for EMS continuing education provider status.
12. Support development of training materials based on system needs, regulatory updates, and identified performance trends.
13. Coordinate with member agencies to support consistent training delivery and clinical practice across the system.

D. Operations & System Coordination

14. Support implementation of system-wide initiatives, programs, and operational improvements.
15. Assist in monitoring compliance with contracts, agreements, and JPA policies and procedures.
16. Assist with coordination of EMS system resources and logistics functions as assigned.
17. Represent the JPA at assigned meetings, committees, and stakeholder engagements.

E. General & Administrative Responsibilities

17. Develop and maintain effective working relationships with JPA leadership, member agencies, and system partners.
18. Assist in the development and implementation of policies, procedures, and program guidelines.
19. Perform other related duties as assigned to support the operational and strategic needs of the Authority.
10. Perform all other duties as assigned.

IV. Minimum Position Requirements:

1. Education

- Associates Degree in emergency services or management, public administration, finance, business management, risk management or related field or required equivalent experience.

2. Licensure/Certification/Registration Required

- Possess and maintain a current and valid California Paramedic License.
- Five (5) years as a licensed Paramedic with duties or responsibilities as follows:
 - Minimum of three (3) years as an EMS Quality Improvement Coordinator or equivalent position.
 - OR
 - Minimum of three (3) years as a Paramedic Preceptor or Prehospital Care Instructor or equivalent.
 - OR

Minimum of three (3) years conducting Continuing Education classes for EMS professionals.

Or

A combination of duties that total a minimum of four (4) years.

- Possession of and ability to maintain a valid California Class C Driver's License is required.
- Must be able to provide proof of eligibility to work in the United States.

3. Knowledge/Skills Required

- Ability to work collaboratively and effectively with the Executive Director, EMS Operations Officer, and JPA members.
- Demonstrated capacity for process improvement (experience with project/process management preferred).
- Demonstrated knowledge of EMS system requirements.
- Knowledge of computer applications in order to perform accurate word processing and record-keeping functions.
- Both verbal and written communication skills with good working knowledge of English grammar and basic record-keeping procedures.
- Ability to prioritize tasks as well as the ability to follow written and verbal instructions with a minimum of direction and supervision.
- Excellent interpersonal skills and the ability to work well with people from multiple disciplines and organizations.
- Ability to adjust to changing job requirements, priorities, and unusually heavy pressure.
- Ability to provide service-oriented customer assistance in a professional and courteous manner and to demonstrate cultural/spiritual sensitivity to diverse populations.
- Ability to be assertive, collaborative, self-directed, and accountable for outcomes.

4. Experience Desired

- A minimum of two (2) years' experience working for a public agency.
- Demonstrated experience in delivering and/or managing prehospital emergency services.
- Fire services management background (preferred).

V. Working Conditions:

1. Regularly drives throughout the entire area of El Dorado County on JPA business.
2. May be required to work evenings or early mornings to attend various Board of Director and Committee meetings.
3. Occasionally required to travel out of county for other EMS- related professional meetings.
4. Works in a fast-paced, high-volume environment with frequent interruptions and changing priorities.
5. Regularly work with both large and small groups as well as with individuals.
6. Occasionally deals with people who are angry, frustrated, or upset.

VI. Physical Demands of Position:

While performing the duties of this job, the employee is frequently required to use hands and fingers to handle or grasp objects, type on a keyboard, manipulate office equipment. The employee is frequently required to sit, stand, and walk. The employee is

occasionally required to reach with hands and arms, kneel, crouch, or squat. The employee must occasionally lift and/or move up to 65pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus. The employee must have the ability to: operate a personal computer, read small print on documents, hear and speak well enough to communicate over the telephone and in person.

VII. ENVIRONMENTAL ELEMENTS AND WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in varying emotional states. Must be able to pass a pre-employment physical and background investigation, including fingerprinting.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK PERFORMED. THEY ARE NOT INTENDED TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES, AND SKILLS REQUIRED FOR AN INDIVIDUAL IN THIS POSITION.