



Office of Human Resources  
Paramedic Assistant Chief - CO2791  
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### General Statement of Duties

Manages the Operations, Education, Administration, or Special Operations Section of the Denver Health Paramedic Division, implements work plans based on annual goals and the organization's strategic plan, resolves citizen, operational, and management issues, and achieves goals while ensuring resources are utilized appropriately.

### Distinguishing Characteristics

The Assistant Chief Paramedic is responsible for managing one of the functional sections of the Denver Health Paramedic Division. The Assistant Chief Paramedic is distinguished from the Chief Paramedic, who directs the Paramedic Division at Denver Health Medical Center, including the Operations Section, Education Section, Administration Section, and Special Operations Section.

### Level of Supervision Exercised

Manages a section within a division by supervising first and second level supervisors and/or individual contributors.

### Essential Duties

Manages the Operations, Education, Administration, or Special Operation Section of the Paramedic Division at Denver Health Medical Center which includes responsibility for all functional subunits under each section.

Oversees second and first level supervisors and other staff members and ensures appropriate scheduling of staff to cover all functional responsibilities.

Monitors organizational readiness, performance, and effectiveness; identifies opportunities for growth/expansion, and collaborates with management and other stakeholders to achieve improvements.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Communicates annual work plans to employees and ensures employees are focused on the work plan and achieving performance standards.

Monitors and directs daily operations to ensure policies and procedures are being followed. Ensures goals and objectives are met, services are being provided efficiently and effectively, and takes corrective action when needed.

Ensures staff and financial resources are utilized appropriately and shifts resources based on business needs within budget restraints.

Resolves operational and management issues, makes decisions that are inclusive of multiple perspectives and solves underlying problems.

Represents the work area(s) or division in meetings with elected and/or appointed officials and other city entities. Serves as a city representative on various committees. Fosters collaborative relationships that benefit the organization.

Creates and administers work group procedures and recommends and implements process improvements and policies for work group(s).

Establishes performance metrics for staff and work area(s). Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Resolves escalated employee and citizen complaints.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Participates in the development and monitoring of the division's budget and oversees financial well-being by analyzing cost effectiveness.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Strategic Thinking - Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

None

### Education Requirement

Bachelor's Degree in a related field based on a specific position(s).

### Experience Requirement

Three (3) years of supervisory experience in emergency medical services (EMS).

### Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Possession of a current Colorado Emergency Medical Technician–Paramedic Certificate (EMT-P) issued by the State of Colorado.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Pressure due to multiple calls, inquiries, and conflicts.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Education Check

Employment Verification

Licenses/Certification

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: O-815**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**