



Yates County Office of Civil Service
417 Liberty Street
Penn Yan, NY 14527

EXAM ANNOUNCEMENT

Emergency Services Operations Manager #85951010

[OPEN COMPETITIVE]

YATES COUNTY ANNOUNCES AN OPEN COMPETITIVE EXAMINATION FOR EMERGENCY SERVICES OPERATIONS MANAGER (EXAM #85951010)

Type of Appointment:	Permanent	Rate of Pay:	\$29.81 per hour
Position Status:	Full Time		(2024 rate)
Classification:	Competitive		
Location:	Yates County	Contract:	CSEA, Group XII
Department:	Office of Emergency Services		
Vacancies:	The resulting eligible list will be used to fill current/future vacancies which may occur.	Exam Date:	April 5, 2025
Residency Requirement:	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	Application Fee:	\$17.00 (non-refundable)
Posted:	January 27, 2025	Application Deadline:	March 5, 2025

SCOPE OF EXAMINATION

Ensuring effective inter/intra agency communications:

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

Preparing written material:

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

Understanding and interpreting written material:

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

Administrative techniques and practices:

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

Supervision:

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

Calculator: Allowed

Test guide: The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

EMERGENCY SERVICES OPERATIONS MANAGER - JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the management and daily operations of the County Emergency Medical Services agency. The EMS Operations Manager directly supervises the Advanced Life Support Ambulance Service for the County. In addition, the incumbent functions as a Paramedic whenever necessary. Work is performed under the general direction of the EMS Coordinator. Supervision is exercised over the Paramedics and Emergency Medical Technicians of the County's Ambulance Service. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only):

- Develops, modifies, and maintains terms and conditions of employment of EMS Agency in accordance with laws, regulations, policies, protocols and procedures as dictated by NYS Department of Health and other federal, state, and regional regulatory agencies;
- Ensures the County EMS Agency is in compliance with regulatory agencies;
- Assists the EMS Coordinator with the budget process;
- Oversees the maintenance of all Emergency Medical Services vehicles, equipment, and supplies in accordance with all applicable state laws, rules, regulations and County policies;
- Supervises Paramedics and EMTs of EMS Agency, which includes ongoing performance evaluation and scheduling;
- Performs all duties of a Paramedic whenever necessary;
- Prepares monthly reports, that includes but is not limited to revenue and expense of the previous month;
- Serves as point of contact for all work-related injuries and illnesses and other occupational health concerns;
- Maintains, completes and submits all EMS records of the department including patient care reports;
- Develops and maintains cooperative working relations with other community agencies (such as other fire services, police agencies, hospitals, private ambulance services) and resolve conflicts which may occur;
- Attends or ensures representation at EMS related meetings in and outside of the County;
- Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Knowledge of and ability to apply emergency medical care to patients at the scene and en route to a medical center in order to administer aide and to monitor the service provided by staff;

Knowledge of and skill in using a variety of medical equipment in order to provide aide and to instruct others in the use of equipment and monitor their performance;

Knowledge of emergency and medical community resources available and their functions and capabilities in order to work with other providers to plan a comprehensive delivery system and address the needs of the community;

Knowledge of the principles and practices of supervision in order to supervise staff in the program;

Knowledge of the geography of the area in order to plan efficient service delivery;

Knowledge of the principles of budgeting and administration in order to oversee the emergency medical services;

Skill in the operation of a medical emergency radio;

Ability to communicate effectively under crisis situations;

Ability to prepare written reports;

Ability to instruct others both in formal and field situations;

Ability to remain calm in emergencies;

Ability to work effectively with a variety of medical and emergency personnel and to deal effectively with patients and their families;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- a) Graduation from high school or possession of a high school equivalency diploma; AND Ten (10) years Advanced Life Support experience, with the last five (5) years as a Certified New York State Department of Health Paramedic; AND
- b) Five (5) years in a management role of an ambulance service.

SPECIAL REQUIREMENTS:

- a) Possession of an appropriate level Operator's License issued by the New York State Department of Motor Vehicles at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position;
- b) Current Certified New York State Paramedic at the time of appointment, and must maintain current certification throughout the tenure of employment in the position;
- c) Possession of a current CPR card;
- d) Possession of a current Advanced Cardiac Life Support certification;
- e) Possession of a current Pediatric Advanced Life Support certification, or equivalent;

f) FEMA ICS 100, 200, 700, 800 certifications

BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

EEOE / DISCLAIMER:

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well. The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**