



Inviting Applications For:

EMS Manager

A GREAT OPPORTUNITY

The Bullhead City Fire Department, located in Bullhead City, Arizona is seeking a dynamic and progressive leader for the position of EMS Manager. If you are experienced and knowledgeable in the field of EMS and compliance, with a proven track record in effectively managing both people and projects, we invite you to apply.

BULLHEAD CITY FIRE DEPARTMENT

The Bullhead City Fire Department, a progressive and innovative department, is located in the northwest corner of the state where Arizona, Nevada and California meet, nestled along the banks of the Colorado River.

BCFD was created in 1947, and covered one square mile with service by 15 volunteers. Today, the department has grown to serve 40,000 residents and over two million travelers who pass through the area each year. Operating out of five fire stations, the department provides fire protection and emergency medical services, ALS transport, hazardous materials response, technical rescue, public education and fire prevention. Deploying daily staffing of 25 Fire/EMS personnel, BCFD responds to approximately 10,000 calls per year.

The department's apparatus fleet includes four first line pumpers, one first line ladder truck, eight ambulances, one brush truck, one water tender, one rescue boat, one fire boat, one OHV for off-road rescue, four trailers, and seventeen staff/utility vehicles.

A career department, BCFD employs 103 highly qualified and dedicated individuals, 82 of whom are sworn personnel, and 21 of whom are civilian support staff. In addition to our full-time career personnel, the department benefits from the services of part-time reserves and volunteer CERT team members.

With a capital/reserve fund of \$750k and an operating budget of \$14.5M, the department is financed by property taxes assessed within the District, as well as ambulance transport revenues, Fire District Assistance Tax, and other various contract service fees.

During the November 7th, 2017 election a special capital improvement bond was called for by the Bullhead City Fire Department in which the tax payers of Bullhead City approved. The \$16,680,000 bond will be utilized to purchase fire apparatus, emergency medical services equipment, personal & safety protective equipment, and two new fire stations.

ORGANIZATIONAL STRUCTURE

Recognized by the State of Arizona as a special taxing district, the Bullhead City Fire Department is governed by a 5-person Board of Directors elected by the public; the Fire Board has authority over the Fire Chief. The position of EMS Manager reports directly to the Assistant Fire Chief/Operations.

OUR COMMUNITY

Bullhead City Fire Department serves residents and visitors who enjoy year-round sunshine in a highly favorable climate. While summer temperatures may exceed 110 degrees, the winter months provide ample sunshine and moderate temperatures in the 70's and 80's. Outdoor recreational activities include boating, fishing, golfing, off-roading, hiking, biking and motorcycling. One is sure to always find a great place to relax along the Colorado River.

The community serves as the economic hub and retail shopping area for Western Mohave County and Southeastern Clark County (NV). Bullhead City is located just across the Colorado River from Laughlin, NV, one of the nation's most popular gaming communities.

MISSION STATEMENT

The Bullhead City Fire Department is dedicated to providing effective emergency services and education to ensure community safety and enhance quality of life

VISION STATEMENT

We will be prepared and ready to respond as we pursue every Opportunity to make our community a better and safer place, now and in the future

CANDIDATE PROFILE

The ideal candidate for the position of EMS Manager shall have demonstrated abilities as a proactive leader, a strong communicator, and a highly engaged individual with strong and ethical decision making abilities. He/she will be focused on high standards of customer service and operational effectiveness and efficiency, and will embrace developing and maintaining relationships both within the organization and within the community. Additionally, the ideal candidate will exhibit integrity, loyalty, commitment to lifelong learning, courage in his/her convictions, and a passion for EMS.

Education and Experience Requirements:

- Arizona certified CEP for a minimum of 2 years.
- ACLS, PALS and CPR Certified
- CPR Instructor within 6 months of hire
- Successful completion of ICS 100, 200, 700 and 800 within 6 months of hire
- Successful completion of ICS 300 and 400 within 1 year of hire

Note: See job description for complete listing of duties and qualifications.



COMPENSATION AND BENEFITS

BCFD is committed to providing a competitive total compensation and benefits package for this position.

Salary range: \$62,427 - \$108,312 (DOQ/DOE)

Benefits offered include health and dental insurance for employees and eligible dependents, Arizona Public Safety Personnel Retirement System (PSPRS) or Arizona State Retirement System (ASRS), paid vacation and sick leave, 11 paid holidays, life insurance, educational assistance, and deferred compensation.

APPLICATION PROCEDURE

Interested applicants shall submit a **cover letter**, **resume**, **completed application form**, and the **completed supplemental questionnaire** to:

***Bullhead City Fire Department
Human Resources
1260 Hancock Road
Bullhead City, AZ 86442
(928) 758-3971***

Applications will not be accepted electronically; the completed application packet must be mailed to the above address. Questions may be directed either by phone or email to Adrienne Kinsey (akinsey@bullheadfire.org)

Completed application packets must be received no later than 1600 hours on **January 8, 2018**. Following the closing date, all application packets will be reviewed based upon the qualifications and criteria outlined in this information packet. The best qualified applicants will be invited to participate in a two-day assessment center to be held on February 5-6, 2018. Participation in the assessment center will be at the candidates' expense.

The successful candidate shall be subject to a complete background investigation, along with pre-employment physical examination, drug screening, fingerprinting, and criminal and motor vehicle background check.

BULLHEAD CITY FIRE DEPARTMENT

POSITION: EMS Manager

DEPARTMENT: Administration

REPORTS TO: Assistant Chief of Operations

STATUS: TBD (DOQ/DOE)

SCHEDULE: 40-Hour Work Week

SALARY RANGE: \$62,427 - \$108,312 (DOQ/DOE)

JOB SUMMARY:

Under the general supervision of the Assistant Chief of Operations, responsible for management, technical, and administrative duties to coordinate the emergency medical service (EMS) activities of the department and to perform related duties as assigned.

EXPECTATIONS BY MANAGEMENT OF EACH EMPLOYEE WHILE ON OR OFF DUTY:

TO BE LOYAL TO THE ORGANIZATION
TO BE SUBORDINATE TO THE CHAIN OF COMMAND
TO BE AVAILABLE TO WORK WHEN SCHEDULED AND AS MAY BE REQUIRED
TO BE COMPETENT IN THE POSITION BEING COMPENSATED FOR
TO BE AS PRODUCTIVE AS POSSIBLE
TO BE ADAPTIVE AS CIRCUMSTANCES REQUIRE
TO BE RESPONSIBLE AND ACCEPT ACCOUNTABILITY FOR PERSONAL ACTIONS
TO BE RESPECTFUL AT ALL TIMES

ESSENTIAL JOB FUNCTIONS:

- Oversees the operation of the EMS Division.
- Serves as the department HIPPA Compliance Officer.
- Develop, implement, maintain, and interpret EMS Division policies and procedures.
- Maintains confidential employee medical files.
- Maintains EMS Certification records.
- Coordinate and administer EMS continuing education programs.
- Ensures compliance with local, state, and federal EMS rules, regulations, and inspections.
- Schedules medical in-service training and education for compliance, re-certification, and response capabilities.
- Coordinate and ensure compliance with ambulance inspections with the Arizona Department of Health Services.
- Enforce adherence to EMS based organizational rules and regulations.
- Maintains the EMS budget within established organizational parameters.
- Develops and submits yearly budget requests.
- Serve as liaison with base hospital, other EMS agencies, and the department Medical Director.
- Serve as Infection Control Officer.
- Assist in the management of large-scale EMS incidents utilizing the National Incident Management System (NIMS).
- Analyze and mitigate patient care related challenges involving the community.
- Establish and maintain effective public relations.
- Research, write and submit grants for department needs pertaining to EMS.
- Serve as liaison between EMS field activities and ambulance billing staff.
- Coordinate, manage, and report on EMS quality assurance programs.
- Attend and represent the organization in activities hosted by local, state and regional agencies.
- Maintains a daily work schedule that makes efficient use of self-directed work time.
- Based upon qualifications additional potential duties include: Oversee Ambulance Billing Office Supervisor, and provide didactic as well as hands-on training in all areas of EMS both within the department and in coordination with base hospital.
- Perform other similar duties as assigned.

MINIMUM QUALIFICATIONS:

- _ Valid Arizona driver's license or ability to obtain one within 90 days and good driving record
- _ Ability to operate a Code 3 vehicle safely
- _ High School diploma or GED
- _ Current Paramedic for two (2) years (State of AZ certified or National Registry)
- _ Current ACLS, PALS, and CPR certification
- _ CPR Instructor within 6 months of hire
- _ Incident Command System: NIMS 100, 200, 700, 800 within 6 months of hire
- _ Incident Command System: NIMS 300, 400 within 1 year of hire
- _ Must type 25 wpm
- _ Any related combination of training and experiences that would provide equivalency (if applicable)

DESIRED QUALIFICATIONS:

- _ ACLS Instructor
- _ PALS Instructor
- _ BTLS Instructor
- _ Arizona certified EMT Instructor
- _ BS degree or above with minimum 2 years working experience in emergency medicine or other medical field degree

KNOWLEDGE, SKILLS, and ABILITIES

- _ Working knowledge of equipment, supplies, and items utilized in field operations and administrative functions by emergency response personnel.
- _ Ability to convey skill in effective speaking, writing, public relations, and leadership.
- _ Ability to establish and maintain effective working relationships with vendors, mutual aid partners, employees, and the general public.
- _ Knowledge of applicable federal, state and local laws; rules and regulations, principals, practices, techniques and procedures applied to emergency medical service operations in the State of Arizona and Mohave County **OR** ability to obtain this information within 6 months of hire.
- _ Ability to identify acute emergency needs and react effectively in emergency situations.
- _ Ability to work in stressful situations.
- _ Ability to utilize inventory control established within the organization.
- _ Knowledge of the principles, practices, and administration of a budget.
- _ Ability to give and take direction within the organization.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

- _ Physically mobile with reasonable accommodations.
- _ Lift and carry upwards of 25 pounds and occasionally lift weights up to 100 pounds.
- _ Work under adverse conditions such as those inherent in emergencies.
- _ Noise levels in the work environment is moderately noisy.
- _ Able to bend, reach, kneel, twist and grip items while working at assigned work area.
- _ Manual dexterity and coordination to operate office equipment available to the organization.
- _ Respond to visual and aural cues.
- _ Read, write, speak and understand English.
- _ Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.
- _ May be required to work irregular hours as necessary to accomplish the job requirements.
- _ May be on call and respond to emergencies during and after scheduled work hours.
- _ Attend meetings, seminars, conferences and schools during or other than normal work hours.
- _ Travel out of town or out of state for several days at a time.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the job requirements change

The Bullhead City Fire Department maintains a drug, alcohol, and tobacco-free environment.

BULLHEAD CITY FIRE DISTRICT SUPPLEMENTAL QUESTIONNAIRE

Please supplement your application packet with responses to the following questions. Your responses should not exceed a total of three typed pages.

1. Please give an overview of your current or most recent position and scope of responsibilities, along with an overview of the organization itself (i.e., population served, annual budget, number of employees, number of stations, annual call volume, etc.)

2. Please explain why you are interested in the position of EMS Manager?

3. Please provide an example of a significant operational improvement in which you played a lead role. How was this change received internally? Externally? What kind of employee training did the change(s) encompass?

4. Please give a brief overview of your experience and involvement in regional cooperation efforts with other Fire/EMS agencies or other medical providers.

5. How would your current or most recent supervisor describe you? How would your current or most recent subordinates describe you?

6. Please describe in detail a training program that you were involved in developing and implementing. Include in your description any associated obstacles, successes, failures, along with an overview of the program as it stands today.

7. Please describe a situation in which your personal ethics conflicted with your professional responsibilities, along with an overview of how you dealt with the conflict.

8. Please describe your perception of the impact that administrative/support personnel have on the overall operation of a fire department, and give an example of how you valued that impact in your role within a fire department.

9. Please share with us any additional information about yourself that you believe would be helpful in our initial selection process.

APPLICATION FOR EMPLOYMENT

**Bullhead City Fire Department
1260 Hancock Road
Bullhead City, AZ 86442
(928) 758-3971**

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Applicants are considered for all positions without regard to race, religion, sex, national origin, age, marital or
veteran status, or any other legally protected status.
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Date of Application: _____ Position applied for: _____

Name: _____ Telephone: _____

Address: _____

Social Security Number: _____ Are you over 18 years of age? _____

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Have you ever been employed by Bullhead City Fire Department? If yes, give date: _____

Are you employed now? _____ May we contact your present employer? _____

Are you a U.S. Citizen or a legally registered alien? _____

Proof of citizenship or immigration status will be required at time of employment

Can you travel if the job requires it? _____ Driver's License No./State: _____

Have you had any traffic citations in the past three years? _____ If yes, please list citations:

Have you been convicted of a felony within the last seven years? _____ If yes, please explain:

(Conviction will not necessarily disqualify applicant from employment.)

Have you ever been discharged or forced to resign from any position? _____ If yes, please explain:

EDUCATION

Did you graduate from high school? _____ Highest Grade Completed _____

If accepted, you must provide a copy of your high school diploma or GED certificate.

Name of college, university, trade or technical schools attended and type of degree received:

Please describe specialized training, apprenticeships, and certifications attained:

Have you had any previous fire experience? _____ If yes, please indicate level of training, name and address of fire department, and length of service:

Summarize relevant skills and experience that relate to the position applied for:

List computer software with which you are familiar: _____

Are you fluent in languages other than English? _____ If yes, please list:

Language _____ Read? _____ Write? _____

Language _____ Read? _____ Write? _____

Language(s) _____ Read? _____ Write? _____

EMPLOYMENT EXPERIENCE

Start with your present or last job. Include military service assignments and volunteer activities. You may exclude organization names which indicate race, religion, gender, national origin, handicap or other protected status.

Employer: _____ Telephone: _____

Address: _____

Your Job Title: _____ Supervisor's Name: _____

Date Employed from: _____ to: _____ Hourly pay rate: Start _____ Final _____

Describe work performed: _____

Reason for Leaving: _____

=====

Employer: _____ Telephone: _____

Address: _____

Your Job Title: _____ Supervisor's Name: _____

Date Employed from: _____ to: _____ Hourly pay rate: Start _____ Final _____

Describe work performed: _____

Reason for Leaving: _____

=====

Employer: _____ Telephone: _____

Address: _____

Your Job Title: _____ Supervisor's Name: _____

Date Employed from: _____ to: _____ Hourly pay rate: Start _____ Final _____

Describe work performed: _____

Reason for Leaving: _____

Employer: _____ Telephone: _____

Address: _____

Your Job Title: _____ Supervisor's Name: _____

Date Employed from: _____ to: _____ Hourly pay rate: Start _____ Final _____

Describe work performed: _____

Reason for Leaving: _____

=====

Employer: _____ Telephone: _____

Address: _____

Your Job Title: _____ Supervisor's Name: _____

Date Employed from: _____ to: _____ Hourly pay rate: Start _____ Final _____

Describe work performed: _____

Reason for Leaving: _____

=====

Employer: _____ Telephone: _____

Address: _____

Your Job Title: _____ Supervisor's Name: _____

Date Employed from: _____ to: _____ Hourly pay rate: Start _____ Final _____

Describe work performed: _____

Reason for Leaving: _____

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All information on this application is subject to verification. The Bullhead City Fire Department will conduct background checks including, but not limited to, work references, driving records, criminal conviction records and educational attainment.

I understand that an employment offer is contingent upon the successful completion of a pre-employment drug test. Applicants testing positive for illegal drugs and/or unauthorized prescription drugs will not be hired by the Bullhead City Fire Department. I further understand that any condition which may preclude my ability to perform essential functions of the job and such conditions that cannot be reasonably accommodated will disqualify me from consideration for employment in the job for which I was examined.

This application for employment shall be considered active for a period of time not to exceed 60 days. I understand that neither this document nor any offer of employment from the employer constitute an employment contract.

If employed, I agree to abide by all policies, rules and regulations established by the Bullhead City Fire Department.

I certify that the answers given herein are true and complete to the best of my knowledge. I agree and understand that omissions, misstatements and falsifications will cause forfeiture on my part of all eligibility to employment with the Bullhead City Fire Department. I authorize investigation of all statements contained in this application for employment.

My signature below acknowledges my understanding and agreement with the above.

Signature of Applicant

Date Signed



Applicant Section: Fill out entire top portion of form. Complete one from each for your three (3) most recent employers. Sign the form where indicated to authorize the release of this information to us. We will only contact your current employer with your permission (pg. 3). In the event that you are offered a position with the Bullhead City Fire Department, we will have to contact your current employer. LEAVE THIS FORM ATTACHED TO YOUR APPLICATION PACKET. Thank you!

Current or previous employer name: _____

Company address, City, State, Zip: _____

Supervisor: _____ Phone: _____ Fax #: _____

Applicant name: _____ Social security number: _____

Your position at the above named company: _____

Dates of employment: From _____ to _____

Reason for leaving: _____

Applicant signature: _____ Date: _____

Employer section: The individual above has applied for a position with our organization and authorized the release of information regarding employment to us. In this lower section, please fill out as much information as you are permitted to and return to us via fax number or the mailing address listed below. Thank you for your assistance!

Name & title of person responding to this request: _____

Signature: _____ Contact phone: _____

Does the above information (position, dates of employment, reason for leaving) agree with your records?

____ YES ____ NO If no, please explain: _____

Would you rehire? YES ____ NO ____ If no, please explain: _____

Please rate the applicant's job performance:

Characteristic	Excellent	Above Average	Average	Poor	Comments
Quality of work					
Quantity of work					
Attendance					
Attitude and cooperation					
Dependability					
Professional knowledge					
Interpersonal relations					
Learning ability					

Current or ending salary \$ _____ per _____ Additional comments: _____

Mail to: Adrienne Kinsey
Bullhead City Fire Department
1260 Hancock Road
Bullhead City, AZ 86342

OR Fax to: (928) 763-3297



CURRENT/PREVIOUS EMPLOYER REFERENCE REQUEST – 2

Applicant Section: Fill out entire top portion of form. Complete one from each for your three (3) most recent employers. Sign the form where indicated to authorize the release of this information to us. We will only contact your current employer with your permission (pg. 3). In the event that you are offered a position with the Bullhead City Fire Department, we will have to contact your current employer. LEAVE THIS FORM ATTACHED TO YOUR APPLICATION PACKET. Thank you!

Current or previous employer name: _____

Company address, City, State, Zip: _____

Supervisor: _____ Phone: _____ Fax #: _____

Applicant name: _____ Social security number: _____

Your position at the above named company: _____

Dates of employment: From _____ to _____

Reason for leaving: _____

Applicant signature: _____ Date: _____

Employer section: The individual above has applied for a position with our organization and authorized the release of information regarding employment to us. In this lower section, please fill out as much information as you are permitted to and return to us via fax number or the mailing address listed below. Thank you for your assistance!

Name & title of person responding to this request: _____

Signature: _____ Contact phone: _____

Does the above information (position, dates of employment, reason for leaving) agree with your records?

_____ YES _____ NO If no, please explain: _____

Would you rehire? YES _____ NO _____ If no, please explain: _____

Please rate the applicant's job performance:

Characteristic	Excellent	Above Average	Average	Poor	Comments
Quality of work					
Quantity of work					
Attendance					
Attitude and cooperation					
Dependability					
Professional knowledge					
Interpersonal relations					
Learning ability					

Current or ending salary \$ _____ per _____ Additional comments: _____

Mail to: Adrienne Kinsey
 Bullhead City Fire Department
 1260 Hancock Road
 Bullhead City, AZ 86342

OR Fax to: (928) 763-3297



CURRENT/PREVIOUS EMPLOYER REFERENCE REQUEST – 3

Applicant Section: Fill out entire top portion of form. Complete one from each for your three (3) most recent employers. Sign the form where indicated to authorize the release of this information to us. We will only contact your current employer with your permission (pg. 3). In the event that you are offered a position with the Bullhead City Fire Department, we will have to contact your current employer. LEAVE THIS FORM ATTACHED TO YOUR APPLICATION PACKET. Thank you!

Current or previous employer name: _____

Company address, City, State, Zip: _____

Supervisor: _____ Phone: _____ Fax #: _____

Applicant name: _____ Social security number: _____

Your position at the above named company: _____

Dates of employment: From _____ to _____

Reason for leaving: _____

Applicant signature: _____ Date: _____

Employer section: The individual above has applied for a position with our organization and authorized the release of information regarding employment to us. In this lower section, please fill out as much information as you are permitted to and return to us via fax number or the mailing address listed below. Thank you for your assistance!

Name & title of person responding to this request: _____

Signature: _____ Contact phone: _____

Does the above information (position, dates of employment, reason for leaving) agree with your records?

_____ YES _____ NO If no, please explain: _____

Would you rehire? YES _____ NO _____ If no, please explain: _____

Please rate the applicant's job performance:

Characteristic	Excellent	Above Average	Average	Poor	Comments
Quality of work					
Quantity of work					
Attendance					
Attitude and cooperation					
Dependability					
Professional knowledge					
Interpersonal relations					
Learning ability					

Current or ending salary \$ _____ per _____ Additional comments: _____

Mail to: Adrienne Kinsey
 Bullhead City Fire Department
 1260 Hancock Road
 Bullhead City, AZ 86342

OR Fax to: (928) 763-3297

