ASSISTANT DIRECTOR OF EMS & TRANSPORT

Job Code: TBD
Salary Range: TBD – Benefit Group TBD
Classification: Management / Exempt (proposed)
Updated: November 9, 2026

JOB DESCRIPTION

Under the general direction of the Director of EMS & Transport, the Assistant Director of EMS & Transport supports the operational management of CONFIRE's EMS and Transport Division, executes strategic initiatives established by the Director, administers assigned contract compliance activities, and provides direct program oversight of EMS training and workforce development. The Director retains responsibility for executive leadership, strategic direction, final contractual accountability, and overall EMS system performance.

The Assistant Director translates divisional objectives into operational plans; directs assigned division personnel and programs; coordinates with system partners; manages routine contract compliance and corrective actions; and supports timely, clinically appropriate, and accountable ambulance services. The position directly supervises assigned division personnel in accordance with CONFIRE policies and the EMS Director's direction.

DISTINGUISHING CHARACTERISTICS

This classification serves as the designated second-in-command within the EMS and Transport Division. The Director retains executive leadership and overall system and contractual accountability. The Assistant Director is responsible for operational management, execution of strategic initiatives, assigned contract compliance functions, direct oversight of EMS training and workforce development, and supervision of assigned division personnel. The Assistant Director coordinates routine compliance monitoring and corrective action follow-up, elevating significant contractual, clinical, financial, or system risks to the Director for determination. The position combines transport-system operations, personnel management, and system-level training oversight

REPRESENTATIVE DUTIES

Duties may include, but are not limited to, the following:

1. DIVISION LEADERSHIP & OPERATIONS

- Assist the Director in establishing and implementing division goals, policies, procedures, performance standards, and annual operational priorities; manage assigned initiatives from planning through evaluation.
- Coordinate day-to-day EMS and ambulance transport system activities among CONFIRE communications personnel, public agency ambulances, subcontracted providers, fire agencies, hospitals, and regional EMS stakeholders.
- Analyze ambulance deployment, system status planning, response-time performance, resource availability, unit-hour utilization, coverage patterns, mutual aid, and patient transport trends; recommend operational adjustments.
- Support service transitions, new program implementation, surge resource activation, continuity of operations, large-scale incident coordination, and emergency system recovery.
- Supervise assigned division personnel, including establishing work priorities, assigning and reviewing work, evaluating performance, coaching and developing employees, addressing performance concerns, and recommending or taking personnel actions consistent with CONFIRE policies and delegated authority.

2. CONTRACT COMPLIANCE & PERFORMANCE IMPROVEMENT

- Manage routine monitoring and administration of assigned requirements under County ground ambulance services agreements, subcontractor agreements, and related EMS operational commitments. The Director retains final contractual authority and accountability.
- Coordinate monitoring of contractual response times, staffing and deployment obligations, service availability, training requirements, operational reports, and other performance indicators.
- Supervise assigned Compliance Analysts and other designated staff in reviewing data quality, audit findings, dashboards, trend analyses, and documented compliance exceptions; ensure timely follow-up and completion of assigned deliverables.
- Coordinate routine corrective action processes, document follow-up, monitor performance improvements, and escalate unresolved deficiencies; recommend material contractual actions to the Director for determination.
- Collaborate with Finance, legal counsel, and appropriate program staff on ambulance billing compliance, payer and reimbursement issues, and related financial or contractual performance questions.

3. TRAINING COMPLIANCE & WORKFORCE DEVELOPMENT

- Lead the coordination and monitoring of system-wide required EMS training for public agency ambulance personnel, subcontracted ambulance personnel, and other designated participants, consistent with applicable agreements and local EMS requirements.
- Oversee alignment of mandated and professional training, as applicable, including BLS, ACLS, PALS, PHTLS, tactical casualty care, PPE, bariatric handling, disaster exercises, ICS, SEMS, and NIMS.
- Guide workforce pipeline planning, including potential EMT and paramedic academies, Earn While You Learn initiatives, sponsorship programs, and field internship or educational affiliation arrangements, subject to organizational approval and applicable accreditation requirements.
- Support curriculum review, community education initiatives such as Stop the Bleed and Hands-Only CPR, and coordination with instructors, educational institutions, vendors, and certification bodies.

4. CLINICAL COORDINATION, QUALITY & STAKEHOLDER RELATIONS

- Coordinate with the Medical Director, local EMS agency, hospitals, public safety partners, and subcontractor leadership on clinical education, protocol implementation, operational and clinical quality improvement, and system readiness.
- Use clinical quality improvement findings and stakeholder feedback to identify system-level training gaps and coordinate educational or operational remedies within assigned authority.
- Assist with hospital offload and patient flow coordination, alternate destination initiatives, Emergency Nurse Communication System (ECNS) integration, and other system efficiency initiatives as assigned.
- Represent CONFIRE at assigned EMS committees, operational workgroups, training forums, and agency coordination meetings; maintain productive interagency relationships.
- Support Commission on Accreditation of Ambulance Services (CAAS) accreditation preparation, survey responses, corrective actions, and ongoing standard maintenance where applicable.

5. ADMINISTRATION, REPORTING & ACTING AUTHORITY

- Prepare and present executive-level operational, training, contract compliance, workforce readiness, and performance reports, dashboards, briefing materials, and recommendations.

- Assist with division budget preparation, forecasting, resource planning, staffing proposals, procurement input, and financial monitoring within delegated limits.
- Develop, review, and distribute assigned administrative policies, EMS training bulletins, operational education materials, procedures, and formal communications.
- Provide technical guidance to managers and system partners regarding EMS operations, training compliance pathways, and operational expectations; refer legal or medical practice questions to authorized subject-matter leadership.
- Serve as acting Director during the Director's absence or when designated. When acting as Director, exercise additional personnel, signing, fiscal, and contractual authority within the limits of CONFIRE policies and formally delegated authority. Provide emergency or temporary operational relief as required.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Education

Bachelor's degree from an accredited college or university in Emergency Medical Services, Public Administration, Healthcare Administration, Emergency Management, Public Health, Nursing, Education, Business Administration, or a closely related discipline. An equivalent combination of formal education, advanced training, and qualifying experience may be considered in accordance with CONFIRE policy.

Experience

Five (5) years of progressively responsible experience in EMS operations, ambulance transport systems, public safety or healthcare administration, EMS training, operational readiness, contract compliance, or related work. Qualifying experience should demonstrate substantial responsibility in at least two of the following: EMS operational coordination, program management, contract or regulatory compliance, performance improvement, workforce development, or multi-agency training administration.

Highly Desirable

- Prior supervisory or management experience in a public EMS, fire-based EMS, contracted ambulance, or regional EMS system environment.
- Master's degree in a related field; current or prior paramedic, RN, EMS educator, or related clinical credential.
- Experience with California EMS regulatory requirements, Title 22, local EMS agency policies, ambulance deployment analytics, learning management systems, accreditation, and EMS contract oversight.

- Relevant instructor certifications (e.g., BLS, ACLS, PALS, PHTLS), clinical quality improvement experience, and emergency management qualifications.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of EMS system design, ambulance operations and deployment, dispatch integration, contractual performance metrics, and principles of public-sector management.
- Working knowledge of California EMS laws and regulations, applicable local EMS agency standards, clinical governance boundaries, training documentation, continuing education, and accreditation practices.
- Ability to interpret complex agreements and operational data, evaluate compliance, establish practical corrective actions, and deliver concise executive recommendations.
- Ability to directly supervise assigned personnel; set performance expectations; coach, evaluate, and develop employees; address performance deficiencies; manage cross-functional projects; resolve operational issues; communicate effectively; and build cooperation among public agencies, private ambulance partners, hospitals, and regulators.
- Proficiency with analytics, reporting, productivity, training or learning management, and document management systems.

CONDITIONS OF EMPLOYMENT

Work schedule may include evenings, weekends, holidays, and on-call or after-hours operational support as required. The position may respond to large-scale incidents, system disruptions, emergency deployment needs, continuity-of-operations activities, or other critical service events. Travel among CONFIRE offices, provider facilities, partner agencies, and staging sites may be required. A valid California driver's license and proof of required automobile liability insurance must be maintained as applicable to position duties.