



Position Description: Administrative Coordinator

Effective: August 2017

1421 Johnston-Willis Drive
Richmond, VA 23235-4730

SUMMARY DESCRIPTION:

The Administrative Coordinator is responsible to the Executive Director and will assist that person in coordinating the various components of the regional EMS system including administration of the Consolidated Testing System. The Administrative Coordinator coordinates the efficient operation and oversight of ODEMSA's business office and administration/operation of the ODEMSA Regional Consolidated Test sites. The Administrative Coordinator serves two primary roles:

1. As the assistant to the Executive Director, Accountant and support to other ODEMSA staff as directed.
2. As the primary point of contact for candidates and test site staff, as well as the Coordinator of the actual Consolidated Test Site (CTS).

Because some events and meetings, and all test sites, will be held in the evenings, some night duties will be required. Inasmuch as overtime is discouraged, time off during weekdays may be requested to offset evening or weekend hours worked. The Administrative Coordinator is the primary support staff for ODEMSA and CTS, and is expected to exercise tact and judgment, while maintaining a friendly, helpful and professional manner. The Administrative Coordinator must be motivated, resourceful and able to think and work independently and creatively.

QUALIFICATIONS:

Certification as an EMT, and graduation from an accredited high school, supplemented by college or business school coursework in typing, computers, business mathematics, awareness of bookkeeping and accounting practices, as well as organizational skills. Progressively responsible experience in clerical and/or financial work. Additional experience may be substituted for education. Comprehensive knowledge of the English language, especially its use in the business environment. Thorough knowledge of, and proficiency in, the operation of small office equipment, to include but not be limited to photocopiers, facsimile machines, postage meters, telephone systems, binders, laminators, and Windows-based computers. Prove proficiency in Microsoft Office applications, such as Word, Excel, PowerPoint, etc. Ability to file and retrieve documents, compose and organize reports, type and format correspondences, and handle general and mass mailings, etc. Basic understanding of general bookkeeping, invoicing and bill-paying procedures. Ability to follow complex oral and written instructions. Ability to maintain confidentiality of information is mandatory. Driving record in compliance with ODEMSA policy regarding insurability.

Workplace Atmosphere:

ODEMSA is a small staff with a large purpose and mission, we are connected to one another by a common purpose, and we take pride in that obligation.

Administrative Coordinator

1. A proper personal appearance as well as the appearance of our facilities and equipment must be upheld.
2. As a commitment to co-workers, employees deserve each other's respect and support. Colleagues will display courtesy, friendliness, approachability, helpfulness and honesty amongst each other.

DISTINGUISHING FEATURES:

This person will have extensive interaction with the public and with EMS providers and administrators in the region – in person and on the phone. The initial and lasting impression that ODEMSA's customers take with them will depend in large part on how they have been received and treated by you.

1. Your attitude is expected to be kind and courteous while providing the highest quality service and meeting customers' needs. Direct eye contact and an open smile are only a few of the attributes of an acceptable workplace attitude.
2. Courtesy, consideration and customer service are essential elements of this position.
3. Another key aspect of this position is the ability to know when to act, and when to defer action and to seek advice or additional information.
4. Prompt service, customer satisfaction and respect are paramount attributes that must be possessed by each employee.

GENERAL DUTIES AND RESPONSIBILITIES:

1. Clerical Duties:

- a. Answer inquiries about ODEMSA and its role as a regional council.
- b. Serve as a resource to EMS providers, agencies, hospitals and local governments in the region.
- c. Handle travel arrangements and expense reports for staff.
- d. Perform data entry.
- e. Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- f. Proficiency in operating the ODEMSA photo ID machine and promptness in fulfilling orders for IDs.
- g. Provide clerical support to all ODEMSA staff members.
- h. Ensure meeting room/classroom is prepared properly. Assure refreshments are available (coffee, water, snacks, etc.) for staff, classes and committees.
- i. Establish and maintain appropriate non-financial records and files relevant to ODEMSA activities and business, to include meeting minutes and copies, physical and electronic, of all correspondence and notices.
- j. Ensure that expendable office supplies are procured and available in sufficient quantities to meet the day-to-day needs of the ODEMSA staff, using assigned credit card. Restock supply closet with printing paper, ink, pens, paper clips, staplers, files and folders, etc.
- k. Ensure that office equipment is appropriately maintained and repaired as needed.
- l. Serve as the coordinator of scheduled events and programs in the ODEMSA office, and ensure that the locations for these programs are set up appropriately for the activities. Help organize office activities.

- m. Manage educational lending library and training equipment in the ODEMSA office in cooperation with the Education Coordinator.
- n. Assist to maintain and keep updated the ODEMSA inventories.
- o. Attend meetings of the ODEMSA's Board of Directors and other meetings as periodically directed, in order to assist in the taking of minutes and other duties as assigned.
- p. Assist in registering participants for various programs, including workshops, training events and consolidated test sites.

2. Consolidated Testing (CTS)

- a. Answer questions/concerns from candidates and instructors regarding all aspects of CTS coordination/administration/operations/logistics.
- b. Schedule, maintain and train CTS evaluators for test sites.
- c. Maintain a cache of ODEMSA CTS evaluators, EMT assists and patients.
- d. Maintain CTS equipment and trailer.
- e. Ensure CTS equipment and trailer arrive at test sites no later than one hour before the scheduled tests.
- f. Manage all state and ODEMSA paperwork for sites.
- g. Coordinate with ODEMSA accountant regarding test site financials.
- h. Staff each site as the Coordinator and run site smoothly and effectively.
- i. Provide at minimum, two face-to-face updates for CTS evaluators and EMT Instructors (Education Coordinators) annually. These shall be advertised at least 30 days in advance and rosters, minutes and agendas will be submitted.
- j. Provide a test schedule, 18 months in advance, to the Executive Director of anticipated test site locations/dates. Dates and locations should be chosen, by utilizing points of contact with known training institutions, according to regional needs.
- k. Find, procure and schedule test site locations according to the demands of the region. This includes maintaining contacts and contracts that need to be on file with the facility.
- l. Stay current with the Virginia Practical Exam User Guide (V-PEG) and current with new regulations regarding CTS.
- m. Maintain a close working relationship with OEMS test management and state test representatives. Provide OEMS test representatives with all required documents as required.
- n. Publish test dates to the testing.vaems.org scheduling/administrative system, and to the ODEMSA website.
- o. Utilize the testing.vaems.org scheduling/administrative system.
- p. Keep the ODEMSA website current regarding CTS information.
- q. Maintain contact with all course instructors to assure student reservations are accurate and third class reports are accurate.

3. Personnel:

- a. Ensure assigned ODEMSA personnel policies, including security of records, payroll time sheets and oversight of the benefits programs are present and filed.
- b. Verification and maintenance of:
 - i. Employee credentialing (current VA certifications and instructorships).
 - ii. Maintenance of employee benefits enrollment and coordination files.
 - iii. Obtaining/storage and audits of the administrative paperwork associated with personnel records.

The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This document in no way constitutes a contract of employment. ODEMSA reserves the right to modify position descriptions, policies, or any other procedural documents at any time, for any reason, without prior notice.

4. **Phone:**
 - a. Answer phones and greet clients warmly.
 - b. Serve as primary call taker.
 - c. Screen telephone calls, answer inquiries as appropriate, and refer to appropriate staff members.
 - d. Take and deliver messages promptly and accurately.
 - e. Promptly check and relay voicemail messages.
5. **Mail:**
 - a. Maintain adequate funding in postage machine.
 - b. Prepare general and mass mailings including those for the Board of Directors, local EMS councils and ODEMSA committees.
 - c. Maintain and periodically update ODEMSA's master mailing list, to include rosters of the Board, committees, local EMS council leaders, hospital ED officials and hospital executives.
 - d. Sort and distribute incoming mail; ensure the appropriate routing and processing of all incoming correspondences.
6. **Accounting:**
 - a. Assist the Accountant in establishing and maintaining requisite accounting records and copies (checks and documents) to include ledgers, journals, checkbooks, and various files, documenting receipts and disbursements of ODEMSA funds – including petty cash -- to ensure a clear audit trail and assist with annual audit.
 - b. Assist the Accountant in maintaining employees' time, attendance and leave records according to handbook policy. Assist the Executive Director in maintaining employee personnel records.
7. **Infection Control Registry:**
 - a. Maintain an Infection Control Registry assuring the correct licensed EMS agencies are recorded. Additionally, maintain and update, as needed, the current Infection Control Officers of each agency, including names, addresses, phone numbers, emails, etc.
 - b. Ensure the registry is completed and printed annually by April 1 and is delivered to each ODEMSA hospital/FRED Infection Control Officer and Emergency Room nurse manager.
8. **Continuity of Operations Plan (COOP)**
 - a. Maintain and familiarize yourself with the COOP plan.
 - b. Update the plan annually or as needed to stay current.
 - c. Organize staff training regarding the plan to include exercises.
9. **Agency Funding Letters**
 - a. Assist the Executive Director by initiating the process of sending of agency funding letters in September and March of each calendar year.
10. Adhere to all company policies and procedures, and perform other duties as requested by the Executive Director.

CLASSIFICATION:

This position is an exempt position and is not subject to overtime pay. ODEMSA encourages the use of flextime instead of working overtime. Conditions of compensatory time can be found in Section 1 of the ODEMSA Employees' Handbook.

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Signature of Employee

Date

Printed Name of Employee

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