

# **Wayland Area Emergency Medical Services Position Description**

**Position:** Office Coordinator

**Date Approved:** 01/18/2020

**Date Effective:** 01/18/2020

**Date Revised:**

## **Position Summary**

This is a full-time position which requires this employee to be a servant-leader, to be able to work with and encourage coworkers, diminishing and not adding stress to the work environment. They should be adept at working with volunteers and paid co-workers, a three-person supervision team, and the general public, understanding that their image and actions reflect on the standing of the service. They should comprehend and embrace the privilege, and accept the responsibility for, providing pre-hospital emergency services for the general public in our service area and for a public agency.

This employee is expected to possess superior organization skills; they should be a dependable self-starter, self-driven, and task-oriented, needing minimal supervision. They should be able to accomplish tasks in a timely and methodical manner with a high degree of accuracy. They should be willing to try and use new tools to accomplish tasks and goals. They should be able to function well on a team, to problem-solve, and to be able to take long-term projects to completion.

It is expected that they be discreet and trustworthy with private medical records and personnel information as well as service resources. They will be expected to maintain confidential record sets including employee, patient billing and treatment, and emergency response. They are expected to possess refined communication skills via written, verbal, and technological means.

They should encourage a safe, clean, friendly, open and enjoyable work environment. This employee will be expected to promote a standard of quality, understanding that quality originates with individual motivation. They should be able to promote and inspire this motivation in others.

## **Requirements**

- High school diploma or GED
- A working understanding of payroll, accounts payable, accounts receivable, and bookkeeping concepts.
- A clean criminal background check
- A current unrestricted Michigan motor vehicle operator's license
- Obtain CPR Instructor certification within one year of employment

## **Preferred Qualifications**

- Michigan Basic EMT license or and authorization to practice under the Allegan and Barry County medical control authorities
- Medical coding experience
- Residence within the WAEMS service area
- An understanding of computer networks and be able to troubleshoot basic problems as they occur.
- A working ability with the following software:
  - Windows 10 operating system
  - Sage Accounting

Microsoft suite (Word, Excel, Access, PowerPoint, Works)  
Google suite (docs, etc.)  
Image Trend Elite  
Image Trend EMS State Bridge  
Paper Port/PDF printer  
Site Builder by Intuit

### **Pay and Benefits**

This position has an 8-hour day and 40-hour workweek, pending a 90-day probation period/orientation. Overtime pay is provided for more than 40 hours worked in a week. Health and dental insurance will be discussed after probation period. This person will receive 48 hours paid vacation/sick time per year, again starting after probation period. Hourly pay will be negotiable based on skills and experience; a yearly employee review will be made to evaluate performance and discuss raises.

Pay base is \$14 to \$17 per hour; reports to General Manager.

The focus of this position is to provide office harmonization; however the office coordinator will be able to additionally help staff an ambulance or first-respond outside of the normal workday, being paid appropriately for any responses.

### **Major duties and responsibilities (other duties may be assigned)**

#### **General office duties: This individual will be responsible for assisting in maintaining a functioning office environment.**

- Answer the phone and greet the general public during office hours; forward calls to proper personnel or take messages and develop a system to ensure they are delivered.
- Open mail and distribute promptly and accordingly.
- Schedule the use of educational equipment and student clinical spots, as well as the use of the meeting room. Assist in scheduling ambulance events at the direction of the General Manager.
- Assist in ambulance personnel scheduling under the direction of General Manager or supervisor.
- Type administrative forms and other documents and assure that all paperwork and reports are completed and filed in a timely manner.
- Establish, update, and maintain office files in the most efficient manner (with passwords on file for emergency).
- Use various office equipment to perform assign duties and learns to maintain equipment.
- Update website; contribute to public relations in other ways such as social media.
- Participate in the development of new policies and procedures involving the functioning of the front office.
- Participate in the development and implementation of new goals and projects to improve the ambulance service through improvement in front office procedures.

#### **Fiscal duties: This person will interface with the billing service, and be able to address or direct patients' requests for information about records and account balances.**

Conduct financial and administrative duties for the EMS functions including receiving and recording fees or payments, writing receipts, preparing and recording bank deposits, invoicing purchase orders, etc.

- Assists with EMS billing: Identify and separate ambulance runs into the type of billing necessary to expedite payment; obtain patient information and insurance verification for billing.
- Complete purchase requisitions; obtain order numbers; order supplies; and process invoices for payment.

- Make data entries to customer accounts and financial accounts.
- Assist in payroll requests as directed by the General Manager.
- Prepare payables as directed by the General Manager.
- Balance accounts.

**Records maintenance: This person will develop procedures for the confidential, efficient, and user-friendly maintenance of important records: medical, personnel, financial, and functional such as meeting minutes.**

- Process all document requests, patient record requests, and other similar paperwork.
- Verify patient demographics, personal insurance information, and completion of all required sections on Patient Care Reports, including signatures, per guidelines from Medicare and other entities.
- Maintain records relating to our status as an American Heart Association Certified Training Center, including class records, instructor status, and other items.
- Maintain records for the VitalCare program.
- Regularly maintain, audit, and update required components of personnel records.

Please complete a questionnaire that outlines your past experience at:

<https://forms.gle/WYFVDQKVC7A46jS56>