



Job Description	
DIRECTOR OF ADMINISTRATION	
Effective Date: 08/01/2017	Review: Q3 2019

**POSITION INFORMATION**

Position Title	Director of Administration
Internal Job Category	Managing EMS Officer I
Reports to	Executive Director
Direct Reports	Patient Accounts Representative, Billing Specialist, Accounts Payable, Accounts Receivable
Indirect Reports	EMT, AEMT, Paramedic, Supervising EMS Officer I, EMS Officer I and EMS Officer II (Shift Lead)
FLSA	Exempt

**POSITION PURPOSE AND SUMMARY**

The Director of Administration will support Bennington Rescue by independently planning, implementing, controlling, analyzing, and improving business services, billing operations, business development and human resources. Analyzing and controlling budgets, disbursements, assets and investments; building an effective team; inspiring staff to achieve standards and goals; meeting organizational and financial standards continuously; optimizing profitability and preserving assets; assuring legal, regulatory, and reimbursement compliance; mitigating risks; creating a positive Bennington Rescue public image; leading Bennington Rescue as a member of the leadership team to achieve Bennington Rescue mission and vision.

**PREREQUISITES**

- Minimum Qualifications:**
- Bachelor’s Degree in business, management, accounting, human resources, or other related field
  - 3+ Years of progressive supervisory or management experience
  - Experience in Human Resources, Employee management
  - Experience in accounts receivable, accounts payable, payroll, and accounting
  - Experience in Healthcare Management
  - Experience in Healthcare Billing
  - Ability to lead, manage, and complete complex projects with multiple stakeholders and competing priorities
- Preferred Qualifications:**
- 5+ Years of progressive supervisory or management experience
  - Experience in EMS/Ambulance Billing
  - 3+ Years experience in accounts receivable, accounts payable, payroll, and accounting
  - 3+ Years of Human Resources, Employee Management
  - Certified Ambulance Coder (CAC)
  - Advanced Level Operations of Microsoft Office Suite, ability to quickly learn and master multiple office software and hardware systems, including cloud based storage solutions and programs.
  - Ability to lead, manage, and complete complex projects with multiple stakeholders and competing priorities



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**Education Requirements:**

- Bachelor's Degree or higher in business, management, accounting, human resources, or related field
  - Note: A combination of formal, post-secondary education, and related work experience could be considered in lieu of post-secondary degree. This must include a commitment to completion of a bachelor's degree from an accredited post-secondary educational institution within 5 years; coursework must begin and continue within 12 months of hire.
  - Preferred: Graduate level degree from an accredited post-secondary educational institution



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## ESSENTIAL FUNCTIONS

### 1. KEY RESPONSIBILITIES

- Leads Bennington Rescue as a member of the leadership team
- Protects and grows assets and produces financial results
- Provides financial information and services
- Provides comprehensive human resources
- Controls budgets, payroll, and purchasing
- Builds a strong and effective business team
- Assures regulatory compliance and protects financial security
- Increases professional performance, knowledge, and skills
- Creates a positive Bennington Rescue Image

#### CORE VALUE: SAFETY

### 2. HEALTH AND SAFETY

The Director of Administration will understand how to determine the causes of unsafe acts, health exposures, or conditions that result in accidents, injuries, occupational illnesses, or deaths and initiates appropriate reporting and corrective action in addition to developing and implementing safety-related policies based on risk analysis.

### 3. STRESS MANAGEMENT

The Director of Administration will exhibit and demonstrate self-control and develop processes to assure that staff are adaptable, personally resilient, and maintain a strong work/life balance. They will maintain awareness of employees' stress levels and assure that they have the tools to manage their daily stress. He or she should ensure supervisors perform appropriate tasks in appropriate locations (e.g., praise in public and discipline in private).

#### CORE VALUE: ETHICAL CONDUCT

### 4. ETHICAL PROCESSES

The Director of Administration will respect opposing viewpoints, and will manage and mitigate differences in opinion while maintaining and encouraging open communication within the organization. They will provide fair and consistent feedback, and explain decisions in a respectful manner. He or she shall understand the department's ethical standards and reinforce them often. He or she should hold employees accountable to the ethical standards and take action on those that fail to meet the standards.

### 5. LEADING OTHERS ETHICALLY

The Director of Administration will ensure that subordinates have the tools necessary to effectively run the organization. They will understand and promote diversity in the workplace. He or she will ensure that rewards, pay, and recognition are applied consistently across the organization. They understand their responsibility for the organization as a whole and take responsibility for successes and failures. He or she shall ensure that employees are treated appropriately and provided opportunities for success. They should ensure that employees are not subject to bullying, exploitation, or harassment. They will verify all policies, procedures, and protocol and work with staff to ensure compliance.



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**6. ACTING WITH INTEGRITY**

The Director of Administration will understand financial responsibility and budgeting, and how to operate effectively within those standards. They will ensure that subordinates behave fairly and equitably. He or she will consistently act honestly and display the highest level of integrity, and require the same of all others. They will be accountable for the actions of themselves, their co-workers, and the organization. He or she will understand the importance of ethical behavior in the face of adversity and public opinion. They will carry out unpopular decisions when ethically appropriate.

**7. WORK HABITS**

The Director of Administration will place high value on his or her time and plan accordingly, prioritize and make quality time for the most important tasks. He or she should multitask effectively, and be able to attend to a broad range of activities, all while setting and attaining specific and challenging goals. They will organize work flow to effectively execute his or her duties while assuring that all action items assigned to him or her are completed in a timely manner and keep in mind the overall needs of the management team and those of the entire organization.

**CORE VALUE: SERVICE EXCELLENCE**

**8. ENHANCING PERFORMANCE**

The Director of Administration will encourage and facilitate group participation in order to discover methods to enhance task performance and achieve better task outcomes. They will be able to identify road blocks and redundancies in work processes. He or she will research to identify best practices in task design and performance and then integrate those practices into the organization. They will understand the attributes of their team, and work to best match the team or resources to maximize task performance.

**9. EMERGENCY SERVICE DELIVERY**

The Director of Administration will function within the Incident Command System, and have the ability to operate in a Unified Command and as a representative in an Emergency Operations Center (EOC) environment. They will be able to produce operational plans, action plans, obtain required resources, manage, task and direct those resources to effectively implement plans. He or she will have the ability to produce reports pertaining to the incident.

**10. MOTIVATING OTHERS**

The Director of Administration will understand the importance of his or her role as a leader of the organization and demonstrate the skills needed to ensure an environment that supports effective and efficient operations. They will understand the importance of SMART and HARD goals and objectives and should ensure staff members understand the same. He or she should provide an environment that supports effectiveness and openness, in addition to identifying and reinforcing progress toward accomplishing individual and organizational goals. He or she should will understand the importance of team and group relationships that promote the organization's mission and values and demonstrate the skills needed to build, support and maintain said relationships.



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### **11. DEVELOPING OTHERS**

The Director of Administration will understand the importance of maintaining a workplace that supports the methodologies and processes that promote active and ongoing education. He or she will understand and demonstrate the importance of effectively assessing those he or she leads in a manner that is open, honest and supportive. They will understand the importance of identifying organizational and individual strengths and opportunities. He or she should develop an open and supportive plan of action, and continually assess progress for those they lead.

### **12. COMMUNICATIONS**

The Director of Administration will understand the importance of and demonstrate effectively communicating inside and outside the organization with all levels of personnel. This includes but is not limited to active listening, interpersonal discussions, crucial conversations, disciplinary conversations, legal conversations, small group conversations, providing feedback, facilitating discussions, formal meetings, informal meetings, presentations, teaching, continuing education, and public speaking.

### **13. EXECUTING TASKS**

The Director of Administration will have a clear understanding of the practices and procedures required to perform his or her daily tasks. They will be able to explain these processes to others, delegate assignments as needed, and evaluate for outcomes. He or she will prioritize tasks, coordinate resources, and assign appropriate personnel so that work is completed on time. They will create an environment that is open and responsive to feedback and will make changes in order to complete the objectives. They should be able to multitask when required while working on several open items.

### **14. SOLVING PROBLEMS**

The Director of Administration will use current information and knowledge of past incidents to make informed decisions to resolve problems. This includes evaluating situations, using analytical functions, from all available perspectives to determine the best solutions. He or she should be able to quickly prioritize and evaluate the risks, benefits of various methods of completing a task, avoid distractions and make immediate coherent decisions. They should be able to suggest key performance indicators that should be monitored to achieve clinical and operational excellence.

### **15. MANAGING INFORMATION AND MATERIAL RESOURCES**

The Director of Administration will oversee and monitor all functions in the organization that involve delivery, inventory, purchasing, flow, tracking, location and layout. They will have functional knowledge of and will provide access to efficient tools for project management, data analysis, strategic planning and process control. He or she should be able to enter, transcribe, record and store all written and electronic information. They will be able to collect data from the organization for the purposes of benchmarking and quality improvement.



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## **16. MANAGING HUMAN RESOURCES**

The Director of Administration will understand and manage minimum staffing requirements, available human resources, and policies and procedures. He or she will know of or refer to applicable federal, state, and local laws; regulations and standards. They will understand human resource policies and procedures, job descriptions, problem identification, organizational behavior, group dynamics, leadership styles, types of power, and interpersonal dynamics. They will effectively communicate orally, electronically, and in writing and act as a mentor, coach, and counselor. He or she will have knowledge of basic employment law principles including FMLA, FLSA, ADA, harassment, etc., at an operations level and know how to develop, implement, and evaluate employees.

## **17. ADMINISTRATION**

The Director of Administration will have an understanding of policies and procedures; physical and geographic characteristics and hazards; demographics; community plan; staff requirements; response time benchmarks; contractual agreements; local, state, and federal regulations; applicable codes; ordinances; and standards and their development process. He or she will understand the development, maintenance, operation, and limitations of department record keeping systems, records, resource allocation, data, budgets, capabilities, and limitations. Ability to research and use evaluative methods, analyze and organize data, delegate authority and solve problems.

## **18. LOGISTICS**

The Director of Administration will have a firm understanding of supply chain management and the procurement process.

## **19. CREATIVITY**

The Director of Administration will recognize process design problems and opportunities, in his or her area of responsibility. They will generate ideas from disparate resources internally and externally and apply in problem solving and critical thinking in their area of work. They will lead, mentor, and coach others to utilize the same approach.

## **20. ENTERPRISING**

The Director of Administration will be able to pinpoint the nature and cause of problems and the dynamics that underlie them. They will constantly look for ways to improve the organization, including identifying sources of information essential for the betterment of the organization. He or she will 'think outside the box' in order to achieve goals.

## **21. FORECASTING**

The Director of Administration will be able to acknowledge important changes that are occurring in the organization and the EMS Industry and also be able to predict how they will affect the organization. They will take steps to minimize negative impact and leverage positive gains from anticipated changes.

## **22. MANAGING CHANGE**

The Director of Administration will assess situations and be aware of the ways they promote and/or inhibit new ideas. They are willing and be able to take calculated risks, when necessary, including willing to act against the status quo when traditional methods impede performance improvements.



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### 23. QUALITY AND PERFORMANCE MANAGEMENT

The Director of Administration will have understanding of quality management principles and practices, key performance indicators, metrics, and statistical reporting techniques. They will understand the national, regional, and agency benchmarks including the development and rationale for benchmarks. He or she will be able to perform quantitative and qualitative analysis, and develop improvement plans. They will understand how best to present information (graphs, charts, etc.) in order to optimize understanding of content being presented.

#### CORE VALUE: PRIDE

### 24. WORK ATTITUDES

The Director of Administration, in the process of completing the job at hand, will identify opportunities to improve the operation of the organization. They shall exert maximum effort, illustrating why persistence and high energy is important in managing projects and producing better job performance. They will maintain a high level of optimism and serve as a role model for the organization.

### 25. SELF-INSIGHT

The Director of Administration will research and develop processes to educate and reinforce with staff that a self-confident, self-aware, and self-reliant approach to patient care ensures peak job performance. They will demonstrate the concept of humility and the power of maintaining a non-judgmental attitude in the workplace.

### 26. INTERPERSONAL AWARENESS

The Director of Administration will understand the behaviors and traits that impact his or her interactions (both within and outside the organization) and their importance. He or she should take appropriate actions when such behaviors may impact the organization. They will maintain an environment that is supportive of appropriate and lawful social interactions, know why individuals act/react the way they do, and demonstrate appropriate actions to take in response to a variety of behaviors.

### 27. INFLUENCING

The Director of Administration will demonstrate the skills needed to work with colleagues both within and outside the organization. They will understand the importance of communicating different points of view in a manner that is open and positive, and promote an environment where staff can openly communicate differences in opinion. He or she will have a thorough understanding of the mission and vision of the organization, and will support staff member's ideas and suggestions when they align. They will understand the political influences affecting the organization and will demonstrate the behavior to positively affect those influences.

### 28. EDUCATION AND LEARNING SYSTEMS

The Director of Administration will research and develop processes to ensure that staff use effective learning strategies to reinforce their performance. They will encourage staff to maintain high levels of intellectual curiosity, continuous learning, and ongoing feedback to allow for personal growth and ensure peak performance. He or she will understand the relationship between Quality Assessment, Quality Improvement, and Education.



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**CORE VALUE: COMMUNITY FOCUSED**

**29. CIVIC RESPONSIBILITY**

The Director of Administration will provide communications to the public as needed. They will understand the consequences of improper or untimely communication and be able to communicate effectively. He or she will understand the financial value of the services provided and the political and social value on the community. They will understand the importance of both individual and organizational participation in community initiatives, and will participate in those that best serve the community. He or she will understand the impact of both favorable and unfavorable political environments on the organization, and shall behave in a manner in which positively represents the organization.

**30. SOCIAL KNOWLEDGE**

The Director of Administration will understand the value of cultural diversity. He or she should have a moderate understanding of common cultures and beliefs and significant knowledge of the customs and diversity of his or her staff. He or she will develop programs, policies and guidelines that promote diversity and understanding. They will have knowledge of relevant local cultures and local history and how they affect the community and the organization. He or she will thoroughly understand the laws and regulations governing the organization and be able to anticipate their impact and make appropriate adjustments as laws and regulations change.

**31. COMMUNITY RELATIONS AND GOVERNMENTAL AFFAIRS**

The Director of Administration will understand community demographics, resource availability, community needs, and customer service principles. He or she will understand basic marketing principles and practices, including customer relations, customer data collection, focus groups, community awareness programs, brand recognition, etc. and be able to develop and implement marketing plans. They will have basic knowledge of the statutes, rules, and regulations that govern the EMS industry, and have advanced knowledge of the specific rules, regulations, policies, and protocols that affect their direct work environment.

**32. INTEGRATING PERSPECTIVE**

The Director of Administration will seek the opinions of others and collaborate with them to reach creative solutions. They will be well rounded and seek information from other areas and willing to listen to suggestions in order to problem solve. He or she will observe the behaviors of others and keep an open mind to their ideas and solutions. They will keep abreast of current trends and innovations which can be brought back to the organization.



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### PHYSICAL QUALIFICATIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

PHYSICAL EFFORT	Occasionally (1-33%)	Frequently (34-66%)	Continuously (67-100%)
Sitting			X
Standing		X	
Walking		X	
Bending Over	X		
Crawling	X		
Climbing	X		
Reaching Overhead	X		
Crouching	X		
Kneeling	X		
Balancing	X		
Pushing or Pulling	X		
Talking		X	
Repetitive Use of Hands/Arms			X
Repetitive Use of Legs	X		
Grasping		X	
Lifting – less than 100lbs	X		
Lifting – more than 100lbs	X		
Eye Hand Coordination			X
Fine Manipulation			X
MENTAL REQUIREMENT	Occasionally	Frequently	Continuously
Thinking Analytically			X
Communication			X
Using Effective verbal communication			X
Using effective written communication			X
Handling stress and emotions		X	
Concentrating on tasks			X
Remembering Names			X
Remember details			X
Making Decisions			X
Adjusting to changes		X	
Examining/observing details			X
Discriminating colors	X		
PERFORMANCE REQUIREMENTS	Occasionally	Frequently	Continuously
Attending work related meetings	X		
Directing Others		X	
Handling Confidential Information			X
Keyboarding/Typing			X
Maintain Stamina during the workday			X
Meeting Deadlines			X
Operates Equipment	X		



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Staying Organized			X
Using Math/Calculations			X