

Name \_\_\_\_\_ Start Date \_\_\_\_\_

**EMS Administrative Assistant/Driver**

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**Responsible to**  
EMS Director

FLSA: Non-Exempt

**Directly Supervises and Evaluates**  
None

**Description**

Performs assigned office functions that support agency staff resources, including development, communication, and implementation of related policies and procedures. Responsible for ensuring the complete patient care reports are prepared for the billing process. Assist the Director with staff communications. Assist the Director with development and maintenance of personnel and training record. Assist the Director with completion of payroll, expenditures, and revenue reports. Will serve as an ambulance driver when and as directed by the Director. Assists in development, maintenance, and helps facilitate training on any necessary changes affecting Calhoun County EMS or Affiliated agencies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

***General Responsibilities:***

- Monitors data entry for all Calhoun County EMS (CCEMS) patient care reports (PCR's).
- Submits CCEMS PCR to 3rd party billing 10 days of completion.
- File monthly 3<sup>rd</sup> party billing reports.
- Notify the Director of incomplete PCR's.
- Assist in the delivery of PCR's to area hospital in state timeframe.
- Assist the Director with accounts receivable schedule and inputs revenue receipts by the last working day of each month. Reconciles entry of cash receipts.
- Provides status reports of accounts receivable to the EMS Director as requested.
- Responds to inquiries verbally or in written form, and submits appropriate information related to bill submission, when requested from service funders.
- Will assist the Director and 3<sup>rd</sup> party billing service with pursuing unpaid bills. Reports to Director when bills remain unpaid following application of Policy and Procedure.
- Assist the Director with completion of PCR's for Affiliated EMS services.
- Ensure the correctness and timely posting of OSHA 300 log.
- Ensure the accurate and timely review and/or processing of all Follow-up Workflows and/or Aging Reports from 3<sup>rd</sup> party billing agency.
- Works with 3<sup>rd</sup> party billing agency to ensure monthly billing statements to patients and other thrid party payers are sent.

- Generate reports for the EMS Director, County Auditor, Board of Supervisors and Independent Auditor as requested.
- Maintain current knowledge of Medicare, Federal, State and managed care requirements; and governmental regulatory changes affecting Calhoun County EMS by attending conferences, webinars, etc. as determined and/or approved by the EMS Director.
- Assist the Director in ensuring proper completion, documentation, and filing of the employee orientation program.
- Assist the Director with inventory not limited to but including vehicles, ambulance equipment, communication devices, and uniforms.
- Will serve as alternate designee to committees as assigned by the Director.
- Will serve in minimal capacity of EMS driver when directed or assigned by the Director.

### **Office Management:**

- Works closely with the Director to maintain and create administrative and billing files related to contracts and grant agreements for single- or multiple-county projects; establishes tracking methods for various funding sources; bills grants and special funds according to written instructions; responds to questions funders may have on bills related to grants and special projects. Composes letters, memos and flyers at the request of the Director.
- Answers the phone, greets visitors and routes calls, information and people to Director or appropriate staff persons; handles both incoming and outgoing mail.
- Assists individuals to gain knowledge of and access to Calhoun County EMS services; provides knowledge about alternative resources and facilitates referrals in a timely manner.
- Enters Time Sheet information into the computer; runs reports and routes to the Director for verification; maintains files and verifies Time Sheets on a per pay period basis.
- Enters own employee time sheet information into computer as assigned.
- Compiles payroll reports concurrent with needs of the Auditors office to meet payroll timelines.
- Provides statistical reports to the Director upon request.
- Assists in the maintenance of the Patient Care Reports. Ensures/performs timely and accurate filing.
- Reports incidents or trends of error involving Time Sheet submission problems to Director.
- Works cooperatively with other staff to assure communication between staff and the Director and compilation of accurate service data.
- Maintains an accurate calendar of duties scheduled and delivered.
- Receives reports and messages from staff; communicates concerns to the Director as needed.
- Serves as a resource to all staff regarding computer software use; acts as liason to vendors of computer software.

- Assures maintenance of office, forms, and supplies/inventories.
- Creates filing systems and maintains files for the administrative staff. Organizes end of fiscal year boxing up activities.
- Works with other staff to oversee housekeeping functions regarding tidiness of interior spaces.
- Participates in program evaluations and quality assurance activities.
- Assists in preparation and during any onsite inspections or audits by State and/or Federal programs.

**Job Responsibilities Related to Patient Privacy and HIPAA Compliance:**

The Administrative Assistant must perform all job responsibilities in a manner that protects patient privacy and complies with the Health Insurance Portability and Accountability Act (HIPAA):

- The Administrative Assistant is expected to protect the privacy of all patient information in accordance with the County's privacy policies, procedures, and practices, as required by federal law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the County's Policies and Procedures on patient privacy may result in disciplinary action up to and including termination of employment with Calhoun County EMS.
- The Administrative Assistant may access protected health information and other patient information only to the extent that is necessary to complete the Administrative Assistant job duties. The Administrative Assistant may only share such information with those once authorization has been granted through the Director.
- The Administrative Assistant is encouraged and expected to report, without the threat of retaliation, any concerns regarding the County's Policies and Procedures on patient privacy and any observed practices in violation of that Policy to the designated HIPAA Compliance Officer.
- The Administrative Assistant is expected to actively participate in Calhoun County and Calhoun County EMS HIPAA Compliance training and is required to communicate privacy Policy information to coworkers, students, patients, and others in accordance with Company Policy.

**MENTAL REQUIREMENTS OF THE POSITION:**

- Handle a significant number of stressful situations, and be able to function calmly, coolly and collectedly under all types of stressful situations.
- Get along well with diverse personalities.
- Communicate with patients and others with empathy and respect.
- Create and maintain a positive and cooperative working environment in stressful situations.
- Work smoothly and professionally in an environment where teamwork is essential.
- Work independently with minimal supervision for assigned tasks.

- Exercise sound independent judgment within general Policy and procedural guidelines.
- Anticipate and identify problems and take initiative to prevent or correct them.
- Establish and maintain effective working relationships with all levels of personnel within the medical community, Calhoun County EMS, outside agencies, patients, and members of the community.
- Understand and follow federal, state, local laws, and Calhoun County EMS policies, procedures, and rules as well as Calhoun County Policies.
- Follow orders.
- Remember and apply concepts, knowledge, and principles.
- Analyze and interpret difficult and complex situations.
- Appropriately deal with stress and maintain composure during difficult and complex situations.

*Assumes Other Duties as Necessary:*

- Demonstrates a willingness to assume unexpected tasks not identified in the job description.
- Collaborates with others to foster team cohesiveness.
- Due to the nature of the job requirements, Calhoun County EMS may require employees to report to work early, stay late, or work holidays and weekends.

**Qualifications:**

*Educational Requirements:* Minimum of either a high school diploma or a GED as evidence of completion of a high school education. Preference of at least a 2-year degree in a finance or accounting-related field.

*Certificates, Licenses and Registrations:* Must possess and maintain a valid State of Iowa driver's license without serious violation(s). Completion of AHA Healthcare CPR certification. Work towards the Certified Ambulance Coder (CAC) through National Academy of Ambulance Compliance (NAAC) within 1 year of hire; and other certifications as required.

*Minimum Experience, Abilities Required and Special Requirements:* Minimum of two (2) years' experience in business office related experience with health-related experience preferred. Must possess basic working knowledge of a computer, and be able to enter necessary data into a computer utilizing a variety of programs such as QuickBooks, Microsoft Excel, etc. The Administrative Assistant will also obtain Notary Public authorization within 6 months of hire.

**PHYSICAL REQUIREMENTS OF THE POSITION:**

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(s). The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at

emergency scenes. The following guidelines are used to describe the frequency of activities in this position: (Rarely equals 1-15%; Occasionally equals 16-33%; Frequently equals 34%-66%; and Continuously equals 67-100% of a typical work day.)

**Standing/Walking:** Frequently to continuously when responding to calls. Optional while at rest at the facility. This usually includes: going to and from the emergency vehicle, getting patients from their locations, and rendering treatment. Most walking would be for short distances, as emergency vehicles are allowed to get as close to the location as possible. However, the driver must also be able to run these same distances, in case of an emergency where time is of the essence. Walking and running may vary, however, as the patient may be located inside a large, multi-floored facility. Standing, walking, and running could be on all types of surfaces, including but not limited to: asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agricultural areas, etc. At a location, standing would occur more often than walking or running. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to hours, depending on the situation. Standing could occur in the standard erect position, the kneeling or squatting position, etc.

**Sitting:** Frequently when responding to a location, the individual will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation.

**Lifting and Carrying:** Frequently required to lift and carry weights ranging from a few pounds to 10 pounds and above. Occasionally required to lift and carry weights scaled at above 100 pounds or more. Driver's will need to lift and carry, with one team member, adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc., and then efficiently move them into an ambulance. Other heavier objects in the high range category would be 5-foot tall, 10-inch diameter oxygen cylinders, and medical equipment boxes. The oxygen cylinders can be made of quarter-inch steel and weigh up to 113 pounds. The medical equipment boxes can weigh approximately 50 pounds or more.

**Bending and Stooping:** Frequently throughout a work shift the individual will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35 to 65-degree bends. This would involve: lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and last up to 30 minutes or more. During any given call, the provider may bend and/or stoop 1 to 15 times per incident.

**Crouching and Kneeling:** Frequently. Crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the particular incident but may be up to 15 times for a duration up to 30 minutes or greater.

**Climbing:** Occasionally. This is required when climbing steps up and down with a patient on a stretcher or other device, and when entering or exiting the emergency vehicle. Generally, the climbing would require that the driver be lifting and carrying heavy objects such as a stretcher or other device with a patient on it. Balancing may be required when backing down staircases.

**Reaching:** Frequently to continuously throughout the work shift in order to review monitoring equipment, operate communication equipment, administer oxygen, and operate equipment. The driver may also be required to reach in precarious positions, such as in a vehicle, which has been crushed in an accident, or in other confined spaces. If working inside the ambulance enroute to a medical facility, the driver will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

**Pushing and Pulling:** Frequently. The activities that would require the most force in pushing and pulling is when removing or returning a gurney to the emergency vehicle, with and without a patient on the gurney. The weight required to push/pull will vary, depending on the weight on the gurney. Slight pushing will be required if the driver is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle doors.

**Handling or Grasping:** Continuously. While working at any given location, continual bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; and using, handling, carrying and/or operating medical equipment boxes that may weigh approximately 50 pounds or more, stretcher rails, various handles attached to equipment, and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension and flexion of the fingers will be involved, ulnar and radial deviation, and abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook grasping, tip grasping, lateral grasping and spherical grasping.

**Hazard:** The driver, when responding to emergencies, can be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions, and chemicals. Driving at speeds beyond the posted limit may occur and, therefore, the driver may be exposed to vehicular accidents at a higher speed than normal. There is also exposure to body substances that may contain infectious materials that could cause illness or death. There is potential for bodily harm or death from violent patients, bystanders, or other dangers.

#### **OTHER PHYSICAL REQUIREMENTS:**

- Maintain balance and strength in awkward positions;
- Speak clearly under stressful circumstances;
- Accurately communicate ideas orally and in writing in English;
- Respond physically with speed;
- Speak loudly; and

- Get along well with others.

### **MENTAL REQUIREMENTS OF THE POSITION:**

- Handle a significant number of stressful situations, and be able to function calmly; coolly and collectedly under all types of stressful situations;
- Get along well with diverse personalities;
- Communicate with patients and others with empathy and respect;
- Create and maintain a positive and cooperative working environment in stressful situations;
- Work smoothly and professionally in an environment where teamwork is essential;
- Analyze and interpret difficult and complex patient care and personnel situations;
- Work independently with a minimal supervision for assigned tasks;
- Exercise sound independent judgment within general Policy and procedural guidelines;
- Anticipate and identify problems and take initiative to prevent or correct them;
- Establish and maintain effective working relationships with all levels of personnel within the medical community, Calhoun County EMS, outside agencies, patients, and members of the community;
- Understand and follow federal, state and local laws, and Calhoun County EMS policies, procedures, and rules;
- Follow orders;
- Remember and apply concepts, knowledge and principles; and
- Appropriately deal with stress and maintain composure when encountering serious injuries or illnesses.

### **DEGREE OF TRAVEL**

Travel as needed to pick up and drop off of mail, reports, claims, payroll and other potential needs between county offices and EMS stations.

### **DEGREE OF DISRUPTION TO ROUTINE, OVERTIME**

Hours must be flexible to meet the demands of the office. A fast-paced environment with multi-tasking, prioritizing, and frequent interruptions. Continuous interpersonal communication is required with Director, EMS personnel, staff, patients and the general public. Occasional overtime may be necessary to meet report deadlines.

### **SAFETY**

Utilizes appropriate safety equipment and/or clothing and performs all work in a safe manner.

**JOB TITLE: Administrative Assistant**

<b>PHYSICAL DEMANDS</b>	<b>RARELY</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Sit				X
Stand				X
Walk				X
Bend/Stoop		X		
Squat		X		
Crawl		X		
Climb		X		
Reach Above Shoulder Level		X		
Kneel		X		
Balance		X		
Change of Position		X		
Reaching (extended hands/arm)		X		
Reach across Midline		X		
Handling (hold, grasp, seize, turn)		X		
Fingering (pinch/pick)		X		
Feeling (perceive attributes of objects)		X		
Crouching/Squatting (bend legs/spine)		X		
Jumping		X		
Stairs		X		
Ramp		X		
In/Out of Machine		X		
Ladder		X		
Lifting/Lowering		X		
Carrying		X		
Pushing/Pulling (force extended)		X		
Lift, Carry, Push, Pull		X		
Maximum 10 Lbs.			X	
Maximum 20 Lbs.			X	
Maximum 50 Lbs.			X	
Maximum Over 50 Lbs.		X		
Must Be Able To				
See				X
Hear				X
Speak				X
Use One Hand				X
Use Both Hands				X

<b>Environmental Conditions</b>	<b>RARELY</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Involves Being				
Inside				X



Outside		X		
Exposed to Temperatures of				
32°F and less		X		
100°F and more		X		
Wet & Humid Conditions		X		
Noise, Vibration				X
Fumes, Dust		X		
Secondhand Smoke		X		

Hazards, Exposure	RARELY	OCCASIONALLY	FREQUENTLY	CONTINUALLY
Infectious Wastes		X		
Toxic Chemicals		X		
Needles/Body Fluids		X		
Radiation		X		
Chemotherapeutics		X		
Animals/Pets		X		

Rarely = 0% to 15% of the time

Occasionally = 1% to 33% of the time

Frequently = 34% to 66% of the time

Continually = 67% to 100% of the time

Work related tasks and weights/forces associated:

- Lifting cot with no patient - 50# of force, Requires 2 staff.
- Pulling on cot with 230# patient - 38# of force, Requires 2 staff.
- Lifting end of cot with 230# patient - 205# of force.
- Requires 3-4 staff or use of hydraulic cot.
- Pushing/pulling gurney with 230# patient - 40# of force.
- Tilting stair chair with 180# patient - 40# of force.
- Pulling stair chair downstairs with 180# patient 80# of force
- Requires using two staff when using stair chair.
- Lifting defibrillator - 22# of force.
- Lifting jump bag - 25# of force.
- Pulling 220# patient from one gurney to another - 50# of force. Requires 2-4 staff.
- Pulling 180# patient from one gurney to another with sliding board - 50# of force. Requires use of 2-4 staff.
- Pulling 180# patient and sliding board from one gurney to another - 70# of force. Requires use of 2-4 staff.

Determined Work Level: Very Heavy Work (Level 4)

- Exerting up to 50 to 100 pounds of force occasionally, and/or up to 25-50 pounds of force frequently, and/or 10 to 20 pounds constantly.
- If lifting/transferring a patient weighing over 109# with total assist, 2 staff people will be used. Other response agencies may be asked to assist
- If lifting/transferring a patient weighing over 200# with total assist, 3 staff people will be used. Other response agencies may be asked to assist
- a If lifting/transferring a patient weighing over 300# with total assist, 4 staff people will be used. Other response agencies may be asked to assist

- If moving non-wheeled chair in room, 2 staff people will be used. Other response agencies may be asked to assist

Minimum Accepted Work Level for this Position: Medium Work (Level 3)

- Exerting 20 to 50 pounds of force occasionally, and/or up to 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly.

NOTE: This position description in no way states or implies that it includes every duty to be performed by the employee occupying the position. Employees will be required to follow any other job-related duties assigned by the Director.

Marginal functions of positions that are incidental to the performance of fundamental job duties have been excluded from our position description.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Some requirements may exclude individuals who pose a threat or significant risk to the health and safety of themselves or others.

I HAVE READ THIS POSITION DESCRIPTION AND HAVE HAD MY QUESTIONS ANSWERED. I UNDERSTAND AND ACCEPT THE DUTIES AND RESPONSIBILITIES RELATED TO THIS JOB AND I UNDERSTAND MY EMPLOYEE STATUS OF  FULL-TIME-REGULAR  – NON-EXEMPT \_\_\_\_\_ WHICH IS DEFINED IN THE EMPLOYEE HANDBOOK. I ALSO UNDERSTAND THAT IF EMPLOYED BY CALHOUN COUNTY EMS, I AM EMPLOYED AS AN AT-WILL EMPLOYEE AND THAT THE COMPLANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, WITHOUT NOTICE, AND FOR ANY LAWFUL REASONS.

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Employee Signature and Date

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Director Signature and Date

Adopted January 2024