

Wilson County, Tennessee Classification Specification

CLASSIFICATION TITLE:

COMPLAINCE OFFICER/CAPTAIN

FLSA STATUS:

EXEMPT

Purpose of Classification

The purpose of this classification is to be responsible for coordination and oversight for all compliance within the department. This position will include remediate and training of department personnel to ensure delivery of high quality of care to the citizens we serve. This position reports directly to the Training Division Chief.

Essential Functions

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Personnel are expected to embrace, support, and promote the Department's values, beliefs, and culture, which include but are not limited to the following: high ethical and moral standards, active participation in teamwork, strong safety principles and safety awareness, and provide outstanding customer service to internal and external customers

- Must be able to perform all duties of the Firefighter, EMT, and Paramedic job description.
- Revise paperwork as needed for orientation of new employees as it relates to compliance.
- Chairperson for the department safety committee.
- CQI review or coordinate EMS reports to ensure quality medical care is given and protocols are being followed. Provide feedback (positive & negative) to employees and provides statistical reports.
- Ensures daily all Fire and EMS electronic reports are completed and any missing reports are completed ASAP.
- Functions as the department's Deputy Exposure Control Officer (ECO), keeping personnel up to date on immunizations, follow up, etc. Assist in maintaining records electronically and securely as they relate to OSHA exposure control standards.
- Assists persons with complaints and/or inquiries or directs them to the appropriate authorities.
- Conduct and/or coordinate initial & annual OSHA training for Hazard Communication & Respiratory Protection Program.
- Conduct and/or coordinate annual OSHA fit tests and maintain paperwork.
- Conducts annual evaluation for Respiratory Protection Program.
- Conducts annual review/update of the Hazard Communication & Respiratory Protection Program.

- Must have the ability to determine priority of customer needs and follow up on them.
- Must be able to disseminate sensitive information in a discreet and confidential manner.
- Function as the department's HIPAA compliance officer, develop and maintain the HIPAA program and annual training of employees.
- Conducts random audit of the department's EMS billing to ensure proper coding/compliance.
- Competency and compliance program, develop, coordinate, and maintain a program to ensure all personnel are credentialed in their skills.
- Customer satisfaction program, develop and coordinate a program to ensure the department is delivering the best customer service to our clients.
- Chairperson of the Standard Operating Guideline (SOG) committee. Ensures up to date and standard guidelines are in place and coordination of members.
- Possess fundamental knowledge and ability to function within the incident command system.
- Communicates via telephone and/or two-way radio; provides information and assistance; takes and relays messages or directs calls to appropriate personnel; responds to requests for service or assistance; returns calls as necessary; communicates effectively and coherently over radio channels while initiating and responding to radio communications.
- Promotes positive public relations; provides education to the public regarding issues such as public health, life safety, drug/alcohol abuse, first aid, CPR, or emergency care; provides tours of ambulances and stations.
- Attends meetings, training sessions, seminars and workshops as required to remain knowledgeable of county/departmental operations, to promote improved job performance, and to stay current with changing policies, procedures, codes, and laws; maintains an awareness of new trends/advances in the profession; reads professional literature; maintains professional affiliations.
- Must be able to pass yearly SCBA fit test and medical questionnaire including possible psychological exam.
- Safety sensitive position subject to pre-employment, post-accident, reasonable suspicion and random drug screens.
- Subject to annual and random competency evaluations, current state and/or national standards will be used to evaluate practical skills and knowledge.
- Salary position.
- Subject to annual physical ability testing.

Additional Functions

Performs basic housekeeping, laundry, and maintenance tasks associated with maintaining WEMA facilities.

Provides assistance to other employees or departments as needed.

Performs other related duties as required or assigned by department Chief's.

Minimum Qualifications

- High school diploma or GED.
- Minimum 4 years of continuous full time service with Wilson County Emergency Management Agency or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Must meet all requirements of the Firefighter and Paramedic job description.
- Work an 8-hour shift and be prepared to respond at any time including after normal business hours.
- Must possess and maintain a valid Paramedic license and a valid Tennessee driver's license with F endorsement.
- Must be 21 years of age.
- Must be able to pass yearly SCBA fit test and medical questionnaire including possible psychological exam.
- Must have excellent computer skills and be familiar with using Microsoft Office software, internet access, email, pdf documents, and windows operating systems. Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, or other software programs.
- Highly motivated with the ability to multitask.

Requires certifications in the following:

- Pediatric Advanced Life Support (PALS) Provider, Instructor Preferred. Instructor required within 12 months and must be maintained.
- Advanced Cardiac Life Support (ACLS) Provider, Instructor Preferred. Instructor required within 12 months and must be maintained.
- Basic Life Support (AHA) Provider, Instructor Preferred. Instructor required within 6 months and must be maintained.
- International Trauma Life Support (ITLS) or Pre-hospital Trauma Life Support (PHTLS) Provider. Instructor Preferred.
- TEMA Hazardous Materials Operations Provider, Instructor preferred. If not currently provider certified it is required within 12 months from appointment. Instructor required within 24 months and must be maintained.