

WASHINGTON COUNTY EMS

POSITION DESCRIPTION

Department: Emergency Medical Service

Class Title: EMS Director / Agency Chief

Pay Range: \$95,146 – \$142,720

Pay Grade: S33 (standard 2080)

Reports To: Commissioners' Court

Prepared By: EMS Director

FLSA Status: Exempt

Approved By: Commissioners' Court

Revision Date: Nov 2025

Approved Date:

SUMMARY

Directs and manages all strategic and program operations of the County EMS Department. Oversees and is responsible for strategic planning, operational and administrative leadership, and the execution of services throughout the department. Exercises leadership in achieving both strategic and tactical clinical objectives in accordance with the department's mission and public safety standards.

Performs advanced medical procedures under both favorable and adverse conditions and provides operational and clinical guidance during high-stress events. Manages all aspects of a comprehensive pre-hospital emergency medical service, including financial, operational, and clinical oversight of the department.

The EMS Director, as the appointed Department Head (Agency Chief), is responsible for all 911 operations, non-emergency operations, special operations divisions, and rotor wing aviation services across over 700 square miles of rural Texas. This position plays a vital role in the county's Emergency Management functions and serves as a key leader in public safety and emergency response planning.

DISTINGUISHING CHARACTERISTICS

This position represents the highest level of management within the Public Safety / Emergency Management job family. The EMS Director is an appointed department head who reports directly to the Washington County Commissioners' Court and serves as the agency's chief executive.

The Director oversees the full scope of EMS operations and works closely with command staff to ensure safe, effective, and efficient service delivery. Provides clinical oversight and quality assurance in compliance with Texas Department of State Health Services and other regulatory agencies.

This position requires flexibility in work schedule, including nights, weekends, and holidays, with availability for emergency response at all times when in the county. The Director may be required to complete 24-hour shift operations and will serve on-call as needed.

Receives Budgetary Direction From: Commissioners' Court and County Judge
Receives Clinical Direction From: EMS Medical Director (on-line and off-line medical direction)

SUPERVISION EXERCISED

Provides leadership and supervision to:

First responders (police, fire, and volunteer agencies), ECAs, EMTs, Paramedics, SRT-Paramedics, EMS Lieutenants, EMS Shift Captains, EMS Compliance Captain, EMS Division Chief, and Emergency Management Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Director / Agency Chief Responsibilities:

- Plans, develops, manages, and implements all operational, programmatic, and administrative functions of the EMS Department.
- Develops and implements strategic and clinical goals and objectives consistent with department mission and county vision.
- Responsible for hiring, training, coaching, and directing departmental personnel to meet operational and clinical standards.
- Participates directly in new-hire training to ensure consistency in operational and clinical performance.
- Facilitates professional development, leadership growth, and staff performance improvement across all ranks.
- Leads the annual departmental budget development and ensures fiscal accountability.
- Oversees all quality management, education, and continuous improvement initiatives.
- Tracks operational performance, efficiency metrics, and clinical outcomes.
- Coordinates internal and external training programs in operational safety, clinical practice, and leadership development.
- Provides staff opportunities for required continuing education and professional advancement.
- Conducts cost-benefit analysis and research for departmental improvement and modernization projects.
- Prepares operational reports and performance metrics for Commissioners' Court.
- Responds to emergency calls as required to provide clinical or operational oversight during mission-critical incidents.
- Oversees facility, fleet, and equipment maintenance programs through coordination with command officers.
- Represents Washington County EMS in public relations events, community education programs, and professional forums.
- Attends community meetings, conferences, professional associations, and serves on regional and state-level committees as needed.

- Oversees professional stipend incentive programs, vaccination programs, and coordinates strategic growth and expansion within EMS and the Office of Emergency Management.
- Performs other duties as assigned.

PERIPHERAL DUTIES

Examples of duties are illustrative and do not exclude similar or related responsibilities assigned to the position.

MINIMUM QUALIFICATIONS – EDUCATION AND EXPERIENCE

- Completion of an Associate Degree (minimum 60 semester hours) from an accredited college.
- Graduation from an accredited paramedic program.
- Minimum of ten (10) years' experience as a Paramedic in a 911 system.
- Minimum of five (5) years' experience in mid-level EMS management.
- Minimum of two (2) years' experience developing and managing a departmental fiscal budget and strategic planning active participation.

Equivalent Combinations:

Any equivalent combination of education and experience sufficient to perform the essential duties of this position may be considered.

PREFERRED QUALIFICATIONS

- Highly preferred for internal applicant with cultural alignment and continue leadership philosophy.
- Five (5) years of previous EMS management experience.
- Three (3) years of critical care rotor-wing EMS experience.
- Three (3) years of experience in special operations or technical rescue divisions.
- Demonstrated expertise in project visioning and strategic planning outcomes.

LICENSES, REGISTRATIONS, CERTIFICATIONS, AND SPECIAL REQUIREMENTS

- Current license to practice as a Paramedic in the State of Texas.
- Training and working knowledge of Incident Command principles.
- Valid Texas Driver's License.
- Subject to county-mandated pre-employment, random, post-accident, and reasonable suspicion drug testing and physical screening.
- Assigned a county take-home vehicle to facilitate emergency response and official county travel.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Emergency services operations, principles, and best practices.
- Supervisory principles and leadership development.

- Incident Command and emergency management systems.
- Clinical practice standards and medical protocols.
- State and federal regulatory and administrative requirements.
- Public safety budgeting, fiscal management, and procurement processes.
- Effective instructional methods and presentation skills.
- Microsoft Office and EMS software systems.
- Medical equipment, procedures, and advanced life support systems.
- Confidentiality and privacy regulations related to patient care and HIPAA compliance.

Skill in:

- Managing complex public safety programs and multidisciplinary teams.
- Effective communication and conflict resolution.
- Leadership under pressure and emergency decision-making.
- Strategic planning and problem-solving.
- Budget management and fiscal accountability.
- Public and interagency relations.
- Drafting and presenting operational reports to elected officials.
- Special operations and field medicine.
- Understanding EMS protocols, SOGs, and county administrative processes.

Ability to:

- Demonstrate fiscal accountability in managing a multimillion-dollar public safety budget.
- Lead, inspire, and support personnel at all levels.
- Communicate effectively in both oral and written formats.
- Perform calmly and effectively during emergencies.
- Exercise sound judgment and make critical decisions.
- Balance multiple complex projects simultaneously.
- Build strong relationships with community partners and external agencies.
- Represent Washington County EMS with professionalism, integrity, and humility.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS

- Must meet the physical ability and strength standards established by Washington County EMS.
- Ability to lift/carry 50–100 lbs; requires visual acuity, hearing, and manual dexterity.
- Regularly required to stand, walk, sit, bend, kneel, crouch, climb, and balance.
- May work in inclement weather and stressful emergency environments.
- Exposure to noise, dust, fumes, vibration, communicable diseases, and hazardous materials.

This position is subject to after-hours response and on-call duty.

DISCLAIMER

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all duties or responsibilities. Duties and responsibilities may change at any time to meet the needs of the County.

All employment with Washington County, Texas, is **at-will**, and this document does not constitute an employment contract.

Employee Signature: _____ **Date:** _____