

# **Southern Region Emergency Medical Services Council, Inc.**

**Application Packet For**

## **RESOURCE COORDINATOR**

**Application Period: Open Until Filled**

**S**OUTHERN  **REGION**  
EMS COUNCIL, INC.



***Mission:***

*Improve the quality, availability and sustainability of emergency patient care*

## **THE ORGANIZATION**

Southern Region Emergency Medical Services Council, Inc. (SREMSC) is a 501(c)(3) non-profit corporation established in 1975 to serve as a Regional resource center for the emergency medical services system in southcentral and southwestern Alaska. Our mission is to "support, strengthen and promote the quality of the EMS system, integrating local emergency medical services into a Regional and statewide system."

The Region serves an area of 192,369 square miles, extending over a breadth of 2,000 miles from east to west. Parts of the Region are closer to the Russian Far East than they are to Anchorage. The population resides in 132 communities ranging in size from less than 25 to 295,570. Two thirds of the communities do not have access to the rest of the state by road.

The Region is served by 92 organized emergency medical services, 41 ambulance and 51 first responder services. Forty provide advanced life support. Nearly all the Region's EMS agencies rely on volunteers as their first response. Just six communities have full-time paid EMS providers, and even the paid services rely on a volunteer component.

The Region has 12 acute care hospitals ranging in size from 15 to 341 beds. Anchorage is the tertiary care center for the state, and in Anchorage there are two private hospitals, an Indian Health Service hospital and an Air Force facility. Another regional hospital is located 25 miles to the north. There are two Level 2 Trauma Centers in Anchorage, one Pediatric Level 2 Trauma Center in Anchorage and seven Level IV Trauma Centers in the Region.

Fixed and rotor-wing medevac providers, as well as military search and rescue operations provide services within the Region.

The SREMSC is governed by a 21-member Board of Directors from across the Region. The Board meets three times a year to develop program plans and policy. The central office is located in Anchorage and consists of eight full-time staff, with one other staff member working from an office on the Kenai Peninsula. Additionally, local coordination and training is provided to the remote parts of the Region through six subregion contracts.

The program is funded in large part by a grant from the Section of Rural and Community Health Systems, State Emergency Medical Services Office, Division of Public Health, Alaska Department of Health and Social Services. A substantial portion of the budget is generated from fees for training, conferences, American Heart Association / AHA training center operation, rental of equipment, and sales of books and materials.

The Region coordinates a large capital equipment funding initiative known as Code Blue, which brings together local, state, federal and private funds to purchase essential EMS equipment for rural emergency medical services. Other small state and federal grants and contracts provide the opportunity to do special projects of short duration.

The Region is a resource agency serving a wide variety of needs. That role has many components. Training emergency care providers and instructors is one of the most important. The central office conducts all levels of EMS training, from entry level to advanced, offering continuing education classes on many topics, and refreshers to maintain certification. We specialize in training instructors at all levels. The nine subregions within the Southern Region focus on providing ETT and EMT classes as well as other courses, including First Aid and CPR for residents of the towns and villages in their areas.

Our agency is responsible for coordinating State EMS examinations in the Region, and often assists other Regions as well. The agency maintains a large stock of EMS equipment, a DVD rental library and

is a primary source of manikins and materials for CPR, First Aid, ACLS and PALS training. Furthermore, the central office staff coordinates the local logistics of the annual Alaska EMS Symposium, which is one of the largest conferences held in Alaska.

Staff members are active on local and statewide policy development committees including the State Training Committee, the American Heart Association, Code Blue, State EMS Directors and Coordinators, and many other specialty committees and organizations.

Other programmatic activities of the organization include providing administrative support for the Alaska Comfort One program; providing advice and resources to the EMS agencies regarding purchase of ambulances, radios and medical equipment; doing general management consulting for the services; providing Minigrants, scholarships, and equipment funding assistance to many EMS providers and agencies; conducting community technical assistance reviews, coordinating the Code Blue activities for the Region, and general problem solving with the individual services and communities.

## **THE TEAM**

The Regional office is staffed by a dedicated group of skilled professionals. All of the nine outlying subregional offices have EMS Coordinators and trainers who work closely with our program. The central office is staffed as follows:

The ***Chief Executive Officer (CEO)*** is the chief administrative officer. The CEO is responsible for implementing all programs, planning new programs, assuring fiscal responsibility, representing the agency to the public, providing leadership for improving the EMS system in the Region, collaborating with the State and regional EMS programs, supervising staff, monitoring contracts and providing technical assistance to the EMS agencies in the Region.

The ***Finance Manager (FM)*** maintains the financial systems, including the computerized accounting system, budgets, contract management and grant reporting as well as all Human Resource responsibilities. This position supervises the Accounting Assistant.

***The Accounting Assistant (ACT)*** serves as the primary support for the Finance Manager and general operations and works under their direct supervision.

The ***Regional Training Manager (RTM)*** provides oversight for the regional training program, is the primary instructor-trainer in the agency, and works on an assortment of statewide projects. In addition, the RTM supervises the Education Programs Coordinator, the Training Center Coordinator and the Resource Coordinator, develops training curricula and works to implement Region-wide training programs.

The ***Data Manager & Education Programs Coordinator (DM&EPC)*** is responsible designing training programs; teaching EMS courses and continuing education classes for prehospital and clinical providers; provides technical assistance to EMS organizations in the AURORA/Elite patient care report systems; works with EMS Medical Directors; and serves as a resource for educational and regulatory questions within Southern Region.

The ***Training Center Coordinator (TCC)*** manages the activities of the AHA Training Center and provides back-up to the Administrative Assistant.

The ***Resource Coordinator (RC)*** is responsible for the classrooms, training equipment at SREMSC, the video library, the equipment rental program and obtaining bid quotes on new equipment.

This position also serves as the media coordinator, maintains the region's website and social networks, works on special projects for staff, is the regional photographer and maintains the photo library. This individual handles the many public information tasks including press releases and news stories, edits the regional newsletter, and assures media attention to the people and functions of EMS.

The *Administrative Assistant (AA)* provides administrative support to the staff and Board of Director's, coordinates the Alaska Comfort One and works under the direct supervision of the CEO.

The *Kenai Peninsula EMS Coordinator* works under the direction of the CEO and is responsible for the development of peninsula area recruitment/retention and funding strategies, as well as coordinating subarea resources to the greatest extent possible. This position works from a home office located on the Kenai Peninsula.

## **THE POSITION**

### **SUMMARY OF RESPONSIBILITIES**

Under the direction of the Regional Training Manager, the Resource Coordinator is responsible for classroom/meeting room readiness, equipment rental, equipment maintenance, media and CME libraries, equipment research, equipment and supply quotes, maintaining current inventory, some purchasing, expediting, , maintenance and coordination of SREMSC website and Facebook platforms.

This position is a full-time position that requires some work on evenings and weekends, primarily during the EMS Symposium in October.

### **DESCRIPTION OF DUTIES:**

- Customer service representative. Assist customers with questions as able.
- Maintenance of all training equipment and training supplies to include:
  - Inventory control, assessing equipment condition, general repairs/maintenance
  - Rental reservations, preparing orders, equipment check-out and check-in
  - Reporting needed replacements, product research, obtaining quotes and bids, etc.
  - Reorder training department disposable supplies for EMS and AHA as needed
  - Cleaning and repair of training equipment
- Maintain
  - Organized work areas
  - Organized supply room
  - Classroom cabinets and storage areas
- Maintenance of media library/CME program administration to include:
  - Work collaboratively with the Data Manager & Education Programs Coordinator to review media and CME library for content, creating course completion quizzes as needed, and making recommendations to customers who come in to rent them for personal CME or as classroom material
  - DVD rental reservations, order setup, check-out and check-in
  - Administering CME quizzes, issuing certificates and records for appropriate DVDs or other CME offerings as needed
  - Prepping and insuring posting of EMS CME training on YouTube and our website
  - Duplicating media materials as permitted for rental or purchase
  - Recommending needed purchases
  - Maintaining current and topically correct DVD library
  - Other CME and media related duties as required
- Coordinate supplies and equipment and provide expediting, technical assistance and other support as needed for the annual EMS Symposium.

- Maintain a list of vendors for EMS and office related equipment as well as catalogs.
- Keep rental statistics for reporting purposes.
- Perform maintenance and other office duties including, but not limited to:
  - Class and conference room set-up and clean-up for all meetings and training
  - Maintain and restock classroom snack areas and set up coffee break items for meetings and classes.
  - Minor office maintenance/repairs
  - Staff errands, purchasing and expediting as required
  - Maintain SREMSC vehicle maintenance log, schedule annual maintenance (oil changes, tire changes, car washes, etc.) and recommend repairs as needed, keep interior cleaned and trash emptied, maintain mileage log and fuel the vehicle when needed.
- Develop desktop publishing materials needed such as pre-event post cards, vendor materials, programs, packets, etc.
- Provide back-up for the AHA Training Center Coordinator position when needed
- Perform AHA BLS Skills checks and teach AHA BLS level courses when needed
- Work with other staff to provide updates for Regional Social Media account.
- Demonstrate commitment to continued professional growth and development
- Provide IT logistics for Board meetings, other meetings, training, webinars, CME nights
- Perform effective use of various computer applications and software to perform assigned work and special projects, such as Microsoft Office applications, Enrollware, GoToMeeting, etc.
- Maintain all certifications and licenses required for this position
- Serve as a customer service representative for SREMSC and answer phones and assists customers as needed.
- Maintain a positive work atmosphere through effective interactions and communications with co-workers, customers and management.
- Maintain the integrity, confidentiality and security of all company related materials
- Know how to perform opening and closing of the office per established procedures
- Conduct or participate in other special projects and duties as may be assigned or developed

**REQUIRED QUALIFICATIONS:**

- High School Graduate
- Alaska Driver’s License in good standing
- Experience in Website design (i.e. WordPress)
- Experience using Microsoft® Office software (Word, Outlook, Excel) and Adobe

- Strong customer service orientation
- Effective communication skills, both oral and written
- Ability to maintain a positive work atmosphere through effective interaction and communication with co-workers, customers and management
- Strong organizational skills and the ability to multi-task
- Ability to pass background and past employment screening
- Team player

**DESIRED QUALIFICATIONS:**

- Current CPR card
- Current American Heart Association CPR Instructor card or able to obtain within six months of employment and to be maintained throughout employment
- Currently certified Alaska EMT or current ETT card
- Demonstrated knowledge of inventory control and equipment repair
- Knowledge of and experience with Microsoft Access

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:**

Full description provided upon request.

**COMPENSATION:**

This is a full-time non-exempt position, based on 37.5 hours per week. The starting wage range for this non-exempt position is \$16.54 hourly based on the successful candidate's experience and fit to the unique needs of the Region. There is some overtime during the year. Following a successful probation period of up to six months, a merit increase may be awarded with annual merit increases based on job performance.

Benefits include medical, life and AD&D insurance for the employee as well as dental and vision insurance for the employee and their eligible dependents of which SREMSC currently pays 90% of the cost. Medical insurance is available for eligible dependents at the employee's expense. Other benefits apply.

Personal Leave / Paid Time Off is earned each payday as follows: < 3 years 4.5 hours; 3-6 years 6.0 hours; and > 6 years 7.5 hours. Pay periods are every two weeks.

There are fourteen (14) paid holidays as outlined in the Personnel Policies

The agency sponsors a 403(b) salary reduction and Roth retirement plan to which employees may contribute. After one year of employment, there is a 3% employer base contribution and a 2% employer match contribution.

**APPLICANT INSTRUCTIONS**

If you are interested in applying for this position, you must submit the following.

1. Cover letter describing why you are interested in this position. Be sure to address the needs described in this packet if they are not included in your resume.
2. A resume of your education and experience. For each place that you worked or volunteered please include the name of the supervisor, your starting and ending salary, and a telephone number. You may limit this to the last ten years.
3. A list of **up to (5)** references including name, relationship to you, mailing address and telephone number(s). Please note the best time of day to contact each person.
4. A signed Application and Waiver of Liability form (page 10).

Only those candidates providing all requested information will be considered for interviews.

SEND THE COMPLETED PACKET TO:

Mail: Pat Vincent, Regional Training Manager  
Southern Region EMS Council, Inc.  
6130 Tuttle Place, Suite B  
Anchorage AK 99507-7102

Email: [pvincent@sremsc.org](mailto:pvincent@sremsc.org)

Fax: (907) 562-9893

Questions regarding the process or position should be directed to **Pat Vincent** [pvincent@sremsc.org](mailto:pvincent@sremsc.org) or **Julie Pannone** [jpannone@sremsc.org](mailto:jpannone@sremsc.org) or by calling (907) 562-6449.

Additional information about Southern Region EMS Council, Inc. can be found on our website at [www.sremsc.org](http://www.sremsc.org)

Resumes will be accepted and the position will remain open until the position is filled. Interested individuals are encouraged to apply at the earliest possible date.

**SOUTHERN REGION EMS COUNCIL, INC.**

**6130 TUTTLE PLACE, SUITE B ANCHORAGE, AK 99507**

**(907) 562-6449**

**APPLICATION AGREEMENT AND WAIVER OF LIABILITY**

I, \_\_\_\_\_, the undersigned, am submitting an application to Southern Region Emergency Medical Services Council, Inc. / SREMSC, for the position of RESOURCE COORDINATOR.

I authorize SREMSC to contact the references that I have provided, as well as any other person who knows of my professional abilities and accomplishments.

Furthermore, I authorize any person that SREMSC contacts by telephone, to truthfully and completely answer all questions posed to them about my job performance, my professional knowledge and abilities, my interpersonal skills on the job and the conditions under which I may have left that employment.

I further agree to hold harmless any person who is contacted by the SREMSC from any legal liability arising out of anything they may say at that time regarding my job performance, my professional knowledge and abilities, my interpersonal skills on the job and the conditions under which I may have left that employment.

I understand that if I become a finalist for this position SREMSC may be conducting a criminal background check, and authorize them to conduct that check with my full consent.

I also agree to hold harmless SREMSC, the Directors, the employees, or any person chosen to participate in the assessment of my suitability for this position, from any liability which may arise as a result of their participation in this search process.

Finally, I agree that if I am offered the position and I turn it down, I will forego any reimbursement, which may be due to me for travel to the final interview and/or test.

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Phone