

Catawba County Emergency Medical Services

Specialty Services Coordinator

General Statement of Duties

Coordinates non-emergent and scheduled calls for Catawba County EMS. Acts as custodian of medical records and performs administrative duties as needed.

Distinguished Features of the Position

An employee in this position coordinates the non-emergent and scheduled calls for EMS. The Specialty Services Coordinator will serve as the Administrative Assistant for the EMS Manager and Training Officer. Considerable tact and courtesy are required in dealing with hospital and medical staff, as well as the general public. Work is performed under the general supervision of the EMS Training Officer and is evaluated by the employees' ability to perform effectively.

Illustrative Examples of Work

1. Coordinate non-emergent and scheduled calls for EMS.
2. Processes requests for medical records in compliance with federal regulations and other legal constraints.
3. Processes accounts payable for EMS.

Knowledge, Skills, and Abilities

1. Thorough knowledge of the operations of Catawba County Emergency Medical Services.
2. Thorough knowledge of the billing processes of Catawba County Emergency Medical Services.
3. Considerable knowledge of the Medicare and Medicaid regulations as they apply to Emergency Medical Services.
4. Ability to tactfully, courteously, and firmly deal with the general public and medical personnel.
5. Ability to communicate effectively orally and in writing.

Desirable Training and Experience

1. An Associates' degree in computer/business office management is preferred or the equivalent of experience and education.
2. The employee must have three(3) or more years of experience in Emergency Medical Services/office setting.
3. The employee must have knowledge of two-way radio and Computer Aided Dispatch System (CAD), as well as other office equipment (copier, computer software/printer, calculator, facsimile machine, etc.).
4. The employee must have good interpersonal skills, which are essential in dealing with coworkers, supervisors, the medical community, and customers of varying socioeconomic standing and educational levels.