

TITLE: EMS Technician

FD-EMS/16

DEPARTMENT: Fire-EMS, Fayette County

JOB SUMMARY: This position performs technical and administrative duties in support of the department's EMS function.

MAJOR DUTIES:

- o Reviews, corrects, and submits patient billing to the county's contracted billing service provider.
- o Reviews and makes corrections to Patient Care Records submitted by station personnel; checks for accuracy and proper documentation.
- o Assists in maintaining inventory of EMS supplies, equipment, and pharmaceuticals.
- o Processes inquiries from patients, billing company, and insurance companies.
- o Processes ambulance refunds; completes paperwork for patients applying for financial aid.
- o Assists with monthly drug box inspections for ambulances and First Responder Engines as required by the State of Georgia.
- o Answers telephone calls and greets visitors; provides information and assistance; takes messages; refers to appropriate personnel.
- o Maintains copy room equipment.
- o Maintains training files on all personnel.
- o Types a variety of documents, reports, certification cards, and other materials; collects data for special and periodic reports; reviews records, forms, and other documents for accuracy, completeness, and adherence to established procedures.
- o Operates a personal computer to produce confidential reports, correspondence and other documents; operates a variety of office equipment.
- o Completes and maintains current paperwork for license renewals.
- o Performs other related duties as assigned.

**KNOWLEDGE REQUIRED BY THE POSITION:**

- o Knowledge of the principles and practices of records management.
- o Knowledge of modern office practices and procedures, medical terminology and medical billing procedures
- o Knowledge of computers and job related software programs.
- o Skill in public and interpersonal relations.
- o Skill in the use of fax machine, scanner, copy machine and other office equipment.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Division Chief – Administration assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include HIPPA regulations, State of Georgia Rules for Ambulance Services, the EMS Billing Compliance Administration Manual, and county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related administrative and technical duties. The need for accuracy contributes to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to provide technical and administrative support for the EMS program. Success in this position contributes to the efficiency and effectiveness of program operations.

**PERSONAL CONTACTS:** Contacts are typically with members of the general public, other county employees, vendors, insurance representatives, health care providers, attorneys, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information; resolve problems; and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending, or crouching. The employee frequently lifts light and occasionally heavy objects.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### **MINIMUM QUALIFICATIONS**

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education or GED.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- o Ability to operate a personal computer and various office machines.

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- o Proficiency on Microsoft Office applications including Word, Excel, Visio, and PowerPoint.
- o Ability to become proficient in departmental and State Fire/EMS reporting software.