



**MILWAUKEE COUNTY
JOB EVALUATION QUESTIONNAIRE**

This form is designed to assist you in describing your departmental job. You are asked to fill this form out to outline the essential duties and responsibilities; and identify the knowledge, skills and abilities required to successfully perform the job. This form is used to request new job classifications, review current classifications, reclassification, reallocations, and general updates to the job description. **Note:** It is the job that is being evaluated, not the position/incumbent. Thank you for your cooperation.

GENERAL INSTRUCTIONS:

1. Before beginning, please look over the entire questionnaire. Each question should be answered completely and accurately. If a question does not apply to this job, please indicate "N/A" (Not Applicable).
2. To complete the questionnaire, please type and/or select your responses.
3. If you wish to make additional comments, please use the space available in the "Additional Comments" section on page 6 of this questionnaire.

A. JOB IDENTIFICATION INFORMATION

Department (High Org):	480	Division (Low Org):	4845
Contact for this Study	Name: Dan Pojar	Email: dan.pojar@milwaukeecountywi.gov	
	Title: EMS Division Director	Phone: 414-226-7354	
Current Job Title:	EMS Operations Manager	Current Job Code:	
Health Screen Level:	0	Background Check Level:	1
Job Reports To:	Title: EMS Division Director		
Request Type:	<input checked="" type="checkbox"/> Establish New <input type="checkbox"/> Review <input type="checkbox"/> Reclassification <input type="checkbox"/> Reallocation <input type="checkbox"/> Update Description <input type="checkbox"/> Other, Specify		

B. JUSTIFICATION STATEMENT

1. Attach an organizational chart.
2. Explain the events or changes that made this request necessary.
New position to oversee the growing operational team that is serving the community. This position is needed to provide assistance to the EMS Division Director, due to division and personnel growth. There is expanded growth on the operations side of EMS due to increased programs.

C. ABOUT THE JOB

Job Status:	<input checked="" type="checkbox"/> Regular Full-Time	<input type="checkbox"/> Regular Part-Time	<input type="checkbox"/> Seasonal	<input type="checkbox"/> Contract
Shift:	<input checked="" type="checkbox"/> Day	<input checked="" type="checkbox"/> Evening	<input type="checkbox"/> Night	<input type="checkbox"/> Other:
Hours Per Week:	<input type="checkbox"/> >40 Hours	<input checked="" type="checkbox"/> 32-40 Hours	<input type="checkbox"/> 20-32 Hours	<input type="checkbox"/> <20 Hours
Travel:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, % Travel 20%			
Will This Job Supervise/Manage?	<input type="checkbox"/> Supervise <input checked="" type="checkbox"/> Manage # of Direct Reports: 3 <input type="checkbox"/> N/A			
Fiscal Responsibility: Responsible for annual operating budget for department(s)/division(s)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide total amount? \$1,000,000			

D. JOB SUMMARY:

Briefly state, in several sentences, the principle purpose or function of the job. Respond by describing What the job is, What its major objective is, and Why does it exist.
The EMS Operations Manager is responsible for the day to day operations of the EMS teams assigned to the position. There will be a heavy emphasis on relationship management with venues, fire departments and the patients encountered. This position will manage the EMS budget, which is complex in nature due to a variety of funding sources. This position will also manage operational policies and implementation of research/equipment/medications. Will function as the EMS Division Director's designee for matters pertaining to operations.

E. ESSENTIAL DUTIES/RESPONSIBILITIES:

JOB RESPONSIBILITY LIST: Please describe the major elements of the job. List only the major functions, separately, in order of importance. Provide a one or two line descriptive statement for each duty so that someone not familiar with this kind of work can understand it. Weight the approximate percentage of allocated work time for each functional work activity (Round to the nearest **10%**). We do not need to know HOW the function is to be performed, but rather, WHAT it is to be performed. **Percentages should add up to 100%**

1.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Manage EMS Operations	% of Time: 20
	<i>Descriptive:</i> Ensures staffing is adequate for requests across venues/programs. Uses judgment to determine how many staff are needed for events, often with short notice. Proactively communicates with programs for additional event information. Completes all reports in a timely manner. Manages operational plans, policies and procedures for compliance and updates. Recommends development, implementation, and evaluation of programs and activities to support departmental objectives, mission, and values.		
2.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Fiscal Management	% of Time: 15
	<i>Descriptive:</i> Ensures effective management of a budget exceeding \$1,000,000. Supports EMS Division Director with purchasing and invoicing. Prepares invoicing information in a timely manner. Becomes familiar with contract management and procurement software and procedures. Must be diligent in work with external entities that are often on different timelines to ensure fiscal compliance. Manages complex program funding that has a variety of funding sources. Assists with budget preparation and presentation, monitors expenditures, and ensures that the EMS Division operates within budget.		
3.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Community Engagement	% of Time: 15
	<i>Descriptive:</i> Seeks opportunities to further engage the community with services rendered via referral, public events and opportunities for fire departments to engage resources available. Establishes and maintains effective communication and working relationships with chief officers of various fire departments to ensure alignment of operations. Manages community events and serves as point-of-contact for all outreach. Possesses in-depth knowledge of services that can be provided to the community and coordinate events (esp. staffing) accordingly.		
4.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Operational Policies	% of Time: 10
	<i>Descriptive:</i> Drafts numbered notices and other communications to the broader EMS system regarding operational changes. Assists in the development of skills sheets for changes in patient care guidelines. These matters are often time sensitive, as they directly impact care of the community. Complies with applicable Local, State, and Federal regulations		
5.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: EMS System Engagement	% of Time: 10
	<i>Descriptive:</i> Engages the EMS system through the various subcommittees, departments directly with field engagement and through feedback on ways to enhance and optimize operations/equipment/medications for use in patient care.		
6.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: EMS Research Management	% of Time: 10
	<i>Descriptive:</i> Develops, designs and maintains a process for implementing and executing EMS research in the EMS System. Function as the primary liaison between Medical Direction (primarily Medical College of Wisconsin) and OEM-EMS.		
7.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: EMS Vehicle Management	% of Time: 10
	<i>Descriptive:</i> Works with fleet to develop and schedule a fleet maintenance program for approximately 5-10 vehicles. Functions as primary contact for vehicle issues and equipment needs. Works with EMS Administration to develop a capital asset purchase and replacement plan.		
8.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Clinical Participation	% of Time: 10
	<i>Descriptive:</i> Interacts with EMS providers and Medical Direction in the 911 and non-911 setting to participate in the clinical care of patients to further inform efforts to improve service delivery of the EMS system.		
9.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:

	<i>Descriptive:</i>		
10.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		

F. EQUIPMENT, TOOLS & MATERIALS, PERSONAL COMPUTERS, SOFTWARE

Please list all equipment, tools or materials required to perform the job along with the frequency.	Frequency			Type of Equipment
	Daily	Weekly	Monthly	
1. Machinery: (i.e. Vehicles, Motorized Equipment, Heavy Machinery, etc)	X			OEM Vehicles, Simulation units, cardiac monitors, patient care equipment
2. Hand Tools/Instruments: (i.e. Power Tools, Equipment, Weapons, etc.)	X			Power tools, patient care equipment
3. Driving required?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			Class D, EVOC within 6 months of hire.
	List License Types: (Required) List License Types: (Preferred)			
4. Personal vehicle required?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
5. Please list all <u>Technology, Systems and Software Knowledge</u> required to perform the job:				
Basic	Intermediate	Advanced		
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Knowledge of all related computer and software applications, such as word processing and spreadsheets.	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other: Medical equipment	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other: Manakins	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:	

G. JOB COMPETENCIES

Internal/External Contacts: Please select all that apply.	
<input checked="" type="checkbox"/>	Exchange of basic information with internal and/or external contacts.
<input checked="" type="checkbox"/>	Maintain sensitive or confidential information.
<input checked="" type="checkbox"/>	Explain and gather information, answer queries, or provide assistance to internal and/or external contacts.
<input checked="" type="checkbox"/>	Persuade, conform or recommend course of action with internal and/or external contacts.
<input checked="" type="checkbox"/>	Perform with a high degree of authority in securing understanding and cooperation with internal and/or external contacts.
<input checked="" type="checkbox"/>	Maintain a continuing working relationship that can have a significant effect on the success of the organization.

Communication Skills: Select the level of language (ability to read, write and speak needed to successfully accomplish the essential duties of the job.) Please select all that apply.	
<input checked="" type="checkbox"/>	Read, write and comprehend simple instructions, reports, short correspondence and memos.
<input checked="" type="checkbox"/>	Speak effectively before both internal and/or external groups.
<input checked="" type="checkbox"/>	Read, analyze, and interpret safety rules, operating/maintenance instructions and procedure manuals, scientific/technical journals and procedures, government regulations, financial and legal documents.
<input checked="" type="checkbox"/>	Prepare and/or present written communications that pertain to controversial and complex topics.

Decision-Making: Please select <u>only one</u> of the following:	
<input type="checkbox"/>	Makes minimal decision-making responsibility.
<input type="checkbox"/>	Makes decisions of responsibility involving evaluation of information; decisions may require development or application of alternatives or precedents.
<input type="checkbox"/>	Makes decisions of responsibility and final results that affect more than one department or a department with multiple units; substantial analysis is required and many factors must be weighed before a decision can be reached.
<input checked="" type="checkbox"/>	Makes decisions of responsibility and final recommendations, which may result in the formulation of strategic plans of action to achieve the broad objectives for the organization; involves long-range future planning including scope, direction and goals.

Complexity, Judgment and Problem Solving: Please select all that apply.	
<input checked="" type="checkbox"/>	Understand and follow instructions.
<input checked="" type="checkbox"/>	Execute decisions within limits of standard policy and procedures.
<input checked="" type="checkbox"/>	Interpret and adapt to established practices and procedures using independent judgment to meet situations to which applications are not clearly defined.
<input checked="" type="checkbox"/>	Perform within difficult or complex working conditions or situations not easily evaluated; decisions require considerable judgment, initiative and ingenuity in areas there is little precedent.
<input checked="" type="checkbox"/>	Act independently in the formulation and administration of policies and programs for major departments or functions.

H. WORKING CONDITIONS

What are the physical, mental and environment demands for this job? Functions identified must coincide with the descriptive statement of essential duties and responsibilities for this job. The functions should focus on what is to be done and the processes traditionally used to achieve end results. For each of the following functional requirements, indicate the frequency in which it occurs in this job.

<u>PHYSICAL DEMANDS</u>	N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)		
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Walking/Running	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Bending/Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Visual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Fine Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Manual Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Upper Extremity Repetitive Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Lifting/Carrying (lbs.)	<input type="checkbox"/> up to 05	<input type="checkbox"/> up to 10	<input type="checkbox"/> up to 15	<input type="checkbox"/> up to 20	<input type="checkbox"/> up to 25	<input type="checkbox"/> up to 30	<input checked="" type="checkbox"/> up to 50
Pushing/Pulling (lbs.)	<input type="checkbox"/> up to 05	<input type="checkbox"/> up to 10	<input type="checkbox"/> up to 15	<input type="checkbox"/> up to 20	<input type="checkbox"/> up to 25	<input type="checkbox"/> up to 30	<input checked="" type="checkbox"/> up to 50

<u>NON-PHYSICAL DEMANDS</u>	N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Analysis/Reasoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication/Interpretation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Math/Mental Computation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sustained Mental Activity (i.e. auditing, problem solving, grant writing, composing reports)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other: PUBLIC SPEAKING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ENVIRONMENTAL DEMANDS	N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Work Independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Task Changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious/Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
High Volume Public Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature Extremes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loud Noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physical Danger	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic Substances (i.e. solvents, pesticides, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK SCHEDULE: Please select all that apply.	
<input checked="" type="checkbox"/>	Routine shifts hours. Infrequent overtime, weekend, or shift rotation.
<input checked="" type="checkbox"/>	Considerable irregularity of hours due to frequent overtime, weekend or shift rotation.
<input checked="" type="checkbox"/>	Regular and/or frequent on-call availability; nature of work frequently requires irregular, unpredictable or particularly long hours.

DEMANDS/DEADLINES: Please select all that apply.	
<input type="checkbox"/>	Little or no stress created by work, employees or public.
<input checked="" type="checkbox"/>	Intermittent or cyclical work pressures with occasional exposure to high stress work environments.
<input checked="" type="checkbox"/>	High volume and variable work demands and deadlines that impose strain on a routine basis; frequent direct contact with individuals or exposure to highly stressful situation, demands or pressures.

I. EDUCATION, LICENSE, AND EXPERIENCE

EDUCATION	
Please indicate the MINIMUM educational level required:	
<input type="checkbox"/>	HS Diploma/GED
<input checked="" type="checkbox"/>	Associate's Degree Area of specialization/major: Paramedicine, Leadership
<input type="checkbox"/>	Bachelor's Degree Area of specialization/major:
<input type="checkbox"/>	Graduate Degree Area of specialization/major:
<input type="checkbox"/>	Post Graduate Degree (PhD) Area of specialization/major:
<input type="checkbox"/>	Professional Degree (Law, Medicine, etc.) Area of specialization/major:
<input type="checkbox"/>	Other: Please indicate:

LICENSE/CERTIFICATION: (Please complete Section F on Page 3 for Driving Requirements/License(s))
What license(s), certification/certificate(s), registration(s), or other regulatory requirements/training: National Registry Paramedic - Preferred BLS required, ACLS/PALS - preferred Wisconsin Paramedic - Preferred, Critical Care Endorsement ICS 100, 200, 700, 800 300, 400 within 12 months of hire

WORK EXPERIENCE	
Please indicate the MINIMUM number of years of practical experience required.	
<input type="checkbox"/>	No experience
<input type="checkbox"/>	Less than one year Area(s) of experience:
<input type="checkbox"/>	One to two years Area(s) of experience:
<input type="checkbox"/>	Two to five years Area(s) of experience:
<input checked="" type="checkbox"/>	Five or more years Area(s) of experience: Paramedicine, Emergency Medical Services, EMS Operations

SUPERVISORY/MANAGEMENT EXPERIENCE	
Please indicate the MINIMUM number of years of supervisory/management experience required.	
<input type="checkbox"/> No experience	
<input type="checkbox"/> Less than one year	Area(s) of experience:
<input type="checkbox"/> One to three years	Area(s) of experience:
<input checked="" type="checkbox"/> Three to five years	Area(s) of experience: EMS Supervisor/Officer
<input type="checkbox"/> Five or more years	Area(s) of experience:

Supervisory/Managerial: If applicable, select the appropriate level of responsibility.	
<input type="checkbox"/>	Level 1 General instructing, scheduling, and reviewing the work of others performing the same or directly related work. Acts as "lead worker". Functional supervision only. Recommends personnel actions (hiring, termination, pay changes, etc.) but does not independently conduct.
<input type="checkbox"/>	Level 2 Scheduling, supervision, and evaluation of work of employees who perform similar work assignments. Conducts all aspects of personnel actions (hiring, termination, pay changes, etc.).
<input checked="" type="checkbox"/>	Level 3 Scheduling, supervision and evaluation of work as a "manager" of the first line supervisors; or perform supervision of workers who perform distinct and separate blocks of work. Oversees and conducts all aspects of personnel actions (hiring, termination, pay changes, etc.). Are there subordinate supervisors reporting to this job? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many? 15
<input type="checkbox"/>	Level 4 Scheduling, supervision and evaluation of work as a superior of "managers". Administers through subordinate managers, departmental multi-function programs or operations. Oversees and conducts all aspects of personnel actions (hiring, termination, pay changes, etc.). Are there subordinate supervisors/managers reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
<input type="checkbox"/>	Level 5 Scheduling, supervision, and evaluation of work as a superior of those in level 4. Are there subordinate supervisors/managers reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
List the names of the Positions and/or Department(s)/Division(s) supervised/managed by this job:	
<ul style="list-style-type: none"> • EMS Captain • Paramedic Hourly/Trainer • EMS Lieutenant • EMS MIH Program Participants 	

J. ADDITIONAL COMMENTS

Please list additional items not covered in this questionnaire that would be helpful to the <u>Compensation Department</u> in understanding this job.	
<ul style="list-style-type: none"> • Understanding of incident command structure, emergency medical dispatch, and exposure to specialized areas of EMS (critical care and community paramedic) are required. • 	

Please provide additional information and/or language so that <u>Employment & Staffing</u> can include it in the job announcement (Providing that the Compensation Department has approved).	
This position will function as the EMS Division Director's designee for matters pertaining to operations. Operational oversight and management are core functions of this position. Success is very much dependent on building trusting and collaborative relationships with internal staff and external partners.	

K. SIGNATURES

SUPERVISOR'S/MANAGER'S CONFIRMATION:	
I have completed and/or reviewed the contents of this job evaluation questionnaire and consent to its accuracy.	
Supervisor/Manager Signature:	Date:
Department/Division Head Signature: <i>Dan Pajon</i>	Date: 10/17/2024

Email the completed form to: hrcompensation@milwaukeecountywi.gov. Please ensure the subject line includes the Department High Org., and (if applicable) Low Org. number, Request Type (i.e. JEQ Request, JEQ Study,) (I.e. 1140/1140 JEQ Request)