



Your Life. Our Mission.

New England Life Flight, Inc.
Personnel Policies

I. POSITION: Director of Ground Transport Services

II. PRIMARY PURPOSE

Under the direction of the Chief Operations Officer - Transport, the Director of Ground Transport Services performs supervisory duties in the implementation and management of the ground fleet operations. The Director of Ground Transport Services will have oversight responsibility for all aspects of ground vehicle operations and the integration of ground services into all BMF operations. This is a full-time position with on-call requirements.

III. ESSENTIAL DUTIES

- Assures all BMF ground vehicles and operators (EMT) remain in compliance with applicable state and federal regulations related to ground vehicle medical transportation. Additionally, assures BMF vehicles and operations remain in compliance with applicable certification and accreditation standards.
- Development and maintenance of a system to plan and track preventative and non-routine maintenance for all ground vehicles ensuring an operational fleet.
- Maintains a complete inventory system to record all expenditures for each vehicle including parts, fuel, service etc. Inventory system to include a parts supply system for routine maintenance at all bases.
- Supervises all EMT's: hires, trains, evaluates, manages performance and conducts monthly EMT meetings. Responsible for development of continuing education program for EMT's in conjunction with the education department.
- Maintains training program and individual training records for all EMT's.
- Supervises and directs work of Lead EMT to ensure optimal operating efficiency.
- Responsible for scheduling and filling all EMT shifts and the tracking and approval of all time and attendance.
- Responsible for initiating and monitoring vehicle replacement and new vehicle acquisitions.
- Routinely audits the documentation of all maintenance in the vehicle maintenance system.
- Ensures items relative to ground operations in the MISS system are promptly and appropriately addressed, and MISS entries are closed out.
- Responsible for contract negotiations and terms of service with outside product and services vendors, and maintains financial responsibility for purchases.
- Serve as BMF representative to designated regulatory association meetings.
- Contact for external customers for ground fleet operations
- Responsible for the development and oversight of the fleet services budget within financial constraints.
- Attends meetings as required to deliver updates to EMT group, Base Managers and leadership team. Includes participation in strategic planning and implementation.
- Models compliance with BMF core values at all times.
- Other duties as assigned.

IV. SKILLS AND ABILITIES

- Experience with automated Fleet Management Information System
- Ability to function and perform effectively as a supervisor in a professional manner.
- Capable of resolving escalated issues arising from operations and requiring coordination with other departments.
- Must be able to hold direct reports accountable to organizational goals, policies and procedures, be proactive and solution-oriented, and maintain a professional demeanor with a positive customer service approach and maintain confidentiality, where applicable, at all times.



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- Should possess a strong knowledge of repair costs
- Must be able to work independently and possess the ability to assign tasks as needed.
- Must be available for off hours for ground vehicle emergencies and/or consultation for maintenance issues.
- Must have excellent oral, written and computer skills with the ability to prepare reports and maintain accurate records.
- Must be able to draft and edit an annual budget worksheet in Microsoft Excel.
- Must have predictable weekday scheduling.
- Must be organized, accountable and an effective communicator.
- Must be able to read, speak, write and comprehend the English language without restriction
- Unrestricted travel

V. QUALIFICATIONS

- Five + years' experience in the management of ground fleet operations preferred
- Certification in emergency vehicle repair and maintenance required (ASE or EVOC preferred)
- EMT certification preferred.
- 5+ years of managerial experience preferred
- Knowledge of standard fleet safety and compliance requirements.
- Must have a valid driver's license

VI. WORKING CONDITIONS/PHYSICAL DEMANDS:

- Ability to lift at least 50 pounds using proper body mechanics, and bend and carry heavy equipment.
- Ability to safely work from ladders and approved maintenance stands to perform tasks.
- Works in a patient care environment around the ground vehicles and is exposed to possible infectious diseases and chemical solvents and agents used in the medical and aviation industries.
- Position may require sitting and/or standing for long periods of time.
- Ability to operate around and in EMS vehicles and is exposed to non-conventional motion, noise, vibration, chemicals (fumes) and extreme heat or cold.

VII. PHYSICAL EXAM

- Pre-employment physical and annual physical examinations required.
- Massachusetts CORI and FBI background checks will be performed prior to employment.

How to Apply:

Please visit our career center by clicking [here](#) to submit an application and résumé for the Director of Ground Transport Services position.

Or mail to:

Human Resource Manager
Boston MedFlight
Robins Street, Hangar 1727
Hanscom Air Force Base
Bedford, MA 01730

For More Information

Please visit our website to get more information about current job opportunities and our program.

www.bostonmedflight.org