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New England Life Flight, Inc.
Personnel Policies

I. POSITION: Director of Ground Transport Operations

II. PRIMARY PURPOSE

Under the direction of the Chief Operations Officer - Transport, the Director of Ground Transport Operations performs supervisory duties in the implementation and management of the ground fleet operations and personnel. The Director of Ground Transport Operations 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

- A. Assures all BMF ground vehicles 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.
- B. Supervises all EMT's: hires, trains, evaluates and disciplines employees and conducts monthly EMT meetings. Responsible for development of continuing education program for EMT's in conjunction with the education department.
- C. Maintains training program and individual training records for all EMT's.
- D. Conducts Emergency Vehicle Operator's Course training for all new hire EMT's and annual recurrent EVOC training for qualified EMT's.
- E. Responsible for scheduling and filling all EMT shifts and the tracking and approval of all time and attendance. Works continually with the AOC and BMOC to fill vacant shifts and move EMT's between bases as needed.
- F. Works with Director of Ground Vehicle Maintenance to forecast vehicle replacement needs and design new vehicle outfitting.
- G. Ensures items relative to ground operations in the Baldwin reporting system are promptly and appropriately addressed, and reports are closed out in a timely manner.
- H. Works with Safety Officer to ensure vehicles, equipment and ground transport practices are OSHA compliant.
- I. Serve as BMF representative to state and local ground EMS regulatory bodies.
- J. Contact for external customers for ground transport operations
- K. Responsible for development of the ground transport operations annual strategic goals and fiscal budget submission.
- L. Manages Ground Transport Operations' expenditures to remain with the approved fiscal budget constraints.
- M. Attends meetings as required to deliver weekly updates to EMT group, Base Managers and leadership team. Includes participation in strategic planning and implementation.
- N. Other duties as assigned by the COO-T.
- O. Models compliance with safety and operational policies and adheres to the Boston MedFlight Code of Conduct.

IV. SKILLS AND ABILITIES

- A. Ability to function and perform effectively as a supervisor in a professional manner.
- B. 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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- C. Must be able to work independently and possess the ability to assign tasks as needed.
- D. Must be available for off hours for ground vehicle emergencies and/or consultation for maintenance issues.
- E. Must have excellent oral, written and computer skills with the ability to prepare reports and maintain accurate records.
- F. Must be able to draft and edit an annual budget worksheet in Microsoft Excel.
- G. Must have predictable weekday scheduling.
- H. Must be organized, accountable and an effective communicator.
- I. Must be able to read, speak, write and comprehend the English language without restriction
- J. Unrestricted travel

V. QUALIFICATIONS

- A. EMT certification required.
- B. EVOC Instructor qualification (preferred)

VI. WORKING CONDITIONS/PHYSICAL DEMANDS:

- A. Ability to lift at least 50 pounds using proper body mechanics, and bend and carry heavy equipment.
- B. Ability to safely work from ladders and approved maintenance stands to perform tasks.
- C. 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.
- D. Position may require sitting and/or standing for long periods of time.
- E. Ability to operate around and in EMS vehicles and is exposed to non-conventional motion, noise, vibration, chemicals (fumes) and extreme heat or cold.

VI. PHYSICAL EXAM

- A. Class IV employment physical and annual physical examinations required.
- B. 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.

Or mail to:

Human Resource Manager
Boston MedFlight
150 Hanscom Drive
Bedford, MA 01730

Please also provide 3 letters of recommendation as well as copies of your certification and licenses. Letters of recommendation should be sent directly to the Human Resource Manager at the address above or to HR_Dept@bostonmedflight.org.

For More Information

Please visit our website to get more information about current job opportunities and our program:
www.bostonmedflight.org

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