

## City of Fort Worth, Texas

### Job Description

<b>Classification Title</b>	EMS Strategic Operations Manager		
<b>Job Code:</b>	MG1941	<b>Job Family:</b>	Management
<b>Pay Grade</b>	615	<b>Date Reviewed:</b>	05/29/2025
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Responsible for shaping and delivering strategic initiatives for the Emergency Medical Service (EMS) of the Fire Department, collaborating closely with the City Management to establish clear objectives, priorities, and execution plans on growth initiatives. This position involves identifying and assessing potential strategic initiatives, projects, and partnerships aligned with Emergency Medical Service (EMS) business unit goals; coordinates departmental application administration, configuration, reporting, testing, and training; works with departmental users and senior management to transform business needs into functional requirements; and, provides highly responsible and complex administrative support for the other management team members.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Oversees and participates in the development, analysis, formulation and administration of the Emergency Medical Services (EMS) business units' budget; reviews and provides guidance relative to the forecast of funds needed for staffing, equipment, materials and supplies; reviews expenditures and provides guidance and direction regarding budgetary adjustments necessitated throughout budget execution.
3. Directs and oversees Emergency Medical Services (EMS) business units in developing and executing the strategic vision and related business processes enabled through technology adoption. Facilitate informed decision-making on system selection, implementation, modification, and maintenance.
4. Participates and leads activities related to the administration and effective use of solutions deployed in the department, reporting, and process/data standardization.
5. Manages and ensures resolution of Emergency Medical Services (EMS) business process issues and successful implementation of changes. Ensures appropriate user/technology controls adhere to City's policies and practices.

6. Maintain a continuous presence with functional business owners to understand their strategies, challenges, and risks, ensuring alignment with departmental goals.
7. Oversee strategic business initiatives and special projects from development through execution, under the guidance of senior leadership, department heads, and divisional leadership.
8. Develops and implements initiatives and best practices for continuous business process improvements. Develops and maintain business process documents that will be used as reference for preparing test cases, training documents, etc.
9. Serve as liaison with city staff, executives, senior leaders, and CTO regarding department climate, employee well-being project updates, proposals and planning; evaluate risk factors when making critical business decisions; identify areas of improvement across the department and organization and making actionable recommendations; focus on human-centered design projects.
10. Assist and communicate with city executives in decision-making, program management, and initiative implementation; serve as a subject-matter expert, handling inquiries, developing action plans, and assisting with preparation and dissemination of communications.
11. Performs other related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
13. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Methods and techniques of statistical data collection and analysis.
  - Principles and practices for quality assurance and controls for large data sets.
  - Principles and procedures of management systems and reporting.
  - City personnel policies and procedures.
  - Departmental and city rules, regulations and procedures relevant to information systems and services.
  - City strategy and vision.
  - Current and emerging enterprise application solution trends, technologies and best practices.
  - Knowledge of project management principles, including the ability to review and recommend project improvements based on scope and budget.
  - Performance measurement systems and components such as strategic planning, performance measures, and balanced scorecards.
  - Business process and change management.
  - Principles of supervision, training and performance evaluation.

- Pertinent Federal, State and local laws, codes and regulations.
- **Skill in:**
  - Organization and time management.
  - Critical thinking.
  - Contract negotiation.
  - Coordinating resources.
  - Project management.
  - Analyzing, researching, and compiling data to solve problems.
  - Advanced level, working with Microsoft Office 365, and other software systems to complete work.
  - Interpersonal relationships, including using tact, patience, and courtesy.
  - Problem solving and conflict resolution.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing about both technical and non-technical matters.
  - Recruit, train, hire, develop and evaluate subordinates.
  - Creating new concepts and promoting innovation through continuing education and professional networking.
  - Identify exceptional service to internal and external customers.
  - Perform root cause analysis.
  - Configure and administer various software systems.
  - Perform fit/gap analysis to identify limitations of third-party application.
  - Find alternative solutions to issues and project consequences of proposed actions.
  - Prepare clear and concise reports.
  - Establish and maintain effective working relationships.
  - Effective public speaking and listen intently to other points of view.
  - Work independently to manage multiple work tasks while balancing competing priorities with attention to detail and in a fast-paced environment.
  - Handle records and complex situations of a confidential nature.
  - Handle difficult and stressful situations with professional composure and confidentiality.
  - Assist others to identify opportunities and solutions within a process.
  - Assist with the development and alignment of measures to the citywide strategic plan.
  - Analyze and assess programs, policies and operational needs and make appropriate adjustments.
  - Plan, organize, direct and coordinate the work of subordinate employees.
  - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
  - Interpret, explain and apply City policies and procedures, applicable federal, state and local policies, laws and regulations.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree in public administration, business administration, or a related field and five (5) years of recent progressively responsible experience in an administrative, managerial, or staff capacity in a municipal organization, involving the responsibility for planning, organization, implementation and supervision of varied work programs.

## **OTHER REQUIREMENTS**

Valid Texas driver's license

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.