



Operations Manager (2 Positions)

Quality EMS is seeking two highly motivated and experienced Operations Managers to join our leadership team. This is an exciting opportunity for exceptional prehospital leaders who are passionate about operational excellence, team development, and shaping the future of EMS.

As an Operations Manager, you will play a critical leadership role in the management of our organization while helping drive strategic initiatives that improve patient care, operational efficiency, employee engagement, and organizational growth. This position reports directly to the Executive Director and serves as a key member of the Quality EMS leadership team.

Position Summary

The Operations Managers are responsible for overseeing the operations of Quality EMS while assisting with long-term strategic planning and organizational development. These individuals will work collaboratively with field personnel, municipal partners, hospitals, and leadership to ensure the highest standards of patient care, operational readiness, and employee performance are consistently achieved.

This is a full-time leadership position averaging 40 hours per week.

Primary Responsibilities

- Provide operational planning and oversight of Quality EMS.
- Supervise field personnel and promote a culture of professionalism, accountability, and excellence.
- Assist in the development and implementation of organizational strategic initiatives.
- Monitor operational performance and identify opportunities for continuous improvement.
- Ensure compliance with all federal, state, regional, and organizational policies and regulations.
- Support quality improvement, risk management, and patient care initiatives.
- Participate in leadership meetings and organizational planning.
- Foster positive relationships with employees, healthcare partners, municipalities, and community stakeholders.
- Serve as a leader, mentor, and resource for field personnel.



Minimum Qualifications

Applicants should possess:

- Current Paramedic certification in good standing.
- Minimum of five (5) years of ALS field experience.
- Documented experience in a managerial and/or supervisory role.
- Ability to obtain and maintain CMC Command credentials throughout employment.
- Current certifications in:
 - CPR
 - PHTLS or ITLS
 - ACLS
 - PALS
 - EMSVO
 - ICS-100
 - ICS-200
 - IS-700
 - IS-800

Preferred Characteristics

The ideal candidate will demonstrate:

- Strong leadership and decision-making abilities.
- Excellent interpersonal and communication skills.
- A commitment to employee development and organizational culture.
- Exceptional organizational and problem-solving skills.
- The ability to think strategically while effectively managing day-to-day operations.
- High levels of integrity, professionalism, and accountability.
- A passion for advancing EMS and improving patient outcomes.

Our Culture and Leadership Philosophy

At Quality EMS, we believe that exceptional patient care begins with an exceptional team. Over the years, we have intentionally built a highly skilled, collaborative, and supportive workforce where professionalism, accountability, and mutual respect are the foundation of everything we do. Our culture is one of our greatest strengths, and we are committed to protecting and strengthening it.

The successful candidate will recognize that leadership extends far beyond managing daily operations. They will serve as a steward of our organizational culture, ensuring that the positive, team-oriented environment that exists today continues to flourish as our



organization grows. We are looking for leaders who inspire others through integrity, humility, and service, individuals who invest in their people, foster open communication, encourage professional development, and empower employees to succeed.

Why Quality EMS?

Quality EMS is committed to building one of the premier EMS organizations in the region. We believe our people are our greatest asset and strive to create an environment where high-performing clinicians can thrive, innovate, and make a lasting impact on the communities we serve.

If you are a leader who is ready to help shape the future of emergency medical services while working alongside an exceptional team, we encourage you to apply.

How to apply

Please submit a letter of interest along with a resume to jobs@qualityems.org.

Point of contact

If you have any questions about the position or would like any further information about the hiring process, or Quality EMS in general, please contact Executive Director Keith Singleton via ksingleton@qualityems.org

