EMS Standard Operating Procedures

Policy Title: CPR Coordinator
Section: AHA Training Center
Adoption Date: 10/01/2008
Date of Most Recent Update: 10/01/2008
CAAS Criteria Reference:

Purpose:
To define the job description and guidelines for the West Des Moines EMS AHA Training Center.

Policy:
The individual identified to serve as the West Des Moines EMS CPR Coordinator will fit into the following.

Job Title:
West Des Moines EMS, AHA CPR Coordinator (CPR Coordinator)

Purpose:
CPR Coordinator provides administrative support for the West Des Moines EMS AHA Training Center. Acts as an assistant to the Training Center Coordinator and the Deputy Chief of EMS as needed.

Essential Functions:

- Type and/or drafts correspondence, reports, minutes, and other documentation.
- Answer telephone calls and messages, providing caller with information about current CPR
- Classes.
• Manage confidential material in a responsible and discrete manner and maintain AHA security.
• Maintain data base for incoming and current classes and students.
• Assist with student files according to standards established by the American Heart Association and Training Center.
• Assist with filing and maintenance of files.
• Assist with scheduling rooms and making arrangements for AHA courses.
• Maintain a helpful and positive attitude by having a willingness to take on new and different responsibilities not specifically outlined in the job description.
• Assist Training Center Coordinator with any outside projects as requested.
• Handles mailings of course cards for Training Center.
• Perform all Essential Functions of CPR Instructor

Duties:

• Maintain good communications with the Training Center personnel, West Des Moines EMS, and the AHA.
• Disperse inquiries from the general public to appropriate person in a courteous manner.
• Direct any problems to Training Center Coordinator.
• Display tact and courtesy to students, prospective students and their families whether by phone or in person.
• Maintain positive interpersonal skills when interacting with student/family and personnel.
• Represent West Des Moines EMS and American Heart Association in a positive way.
• Provides for Training Site Instructors access to educational materials and equipment.
• Implement duties as assigned by supervisor.

Supervision:

This position receives general direction and supervision from the Training Center Coordinator and Deputy Chief of EMS.

Education and Experience:

Required: High School Diploma or GED equivalent, work experience including but not limited to – office management and public relations. Type a minimum of 60 wpm. Knowledgeable in Windows, computer applications: word processing, spreadsheets, database. Must have a valid Iowa Motor Vehicle license with a driving record acceptable to City of West Des Moines standards. Hold at a minimum a current Healthcare Provider Instructor certification from the American Heart Association.

Equipment:
Must be able to operate standard office equipment such as personal computer, fax machine, photocopier, etc.

**Working Conditions:**

Must be able to work in typical office environment.

**Physical Requirements:**

In exercising the functions of this job the incumbent should be able to exert up to 20 lbs. of force occasionally and/or up to 10 lbs. of force frequently and/or a negligible amount of force constantly to move objects. Ability to lift and carry manikins up to 40 pounds. Be physically able to kneel, perform CPR compressions regularly, stand for long periods, and possibly work long hours.