

DUTY STATEMENT

Employee Name:	
Classification : Supervisor I	Effective Date:
Working Title: Sustainability & Quality Assurance Branch Supervisor	Position Number: 312-800-4800-003
Collective Bargaining Unit: S01	Work Location: 11120 International Drive, Suite 200, Rancho Cordova, CA 95670
Division/Branch/Unit: Quality and Planning Division / Sustainability & Quality Assurance Branch	Tenure/Time Base: Limited Term / Full Time

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

Emergency Medical Services Authority (EMSA) is responsible for the equitable coordination, administration, and integration of the statewide emergency medical services system to reduce suffering and save lives throughout California.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers, or in EMSA's field Mission Support Teams to provide assistance in emergency response and recovery activities. EMSA staff are required to complete emergency management and Incident Command System training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises. Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

Under the general direction of the Chief of the Sustainability and Quality Assurance (SQA) Branch, the SQA Supervisor oversees all aspects of the Ambulance Billing Program and the Ambulance Patient Offload Time (APOT) program. Supervises, directs, develops, and reviews the work of analytical staff. Supervisor I is responsible for the oversight, operationalization and implementation of Assembly Bill (AB) 716 and Assembly Bill (AB) 40 requirements for EMSA to report the allowable maximum rates for ground ambulance transportation service in each county and ensure statutes and regulations associated with the APOT program are met.

The incumbent will direct statewide coordination in the development of regulations, standards, guidelines, and policy for the APOT program to include data collection and data quality, as directed by and/or at the request of management.

All work is accomplished in accordance with the laws, rules, regulations, and/or guidelines of the Department of Finance, State Controller's Office, Federal and State laws, Executive and Administrative Orders, State Administrative Manual, Bargaining Unit Agreements, the Department of General Services, and departmental policies, procedures, and guidelines, Microsoft Office programs, including Word, Excel, PowerPoint, Outlook, Access, SharePoint and other technological and non-technological work tools. The incumbent has program responsibility involving decisions for programs with program policy, and fiscal impact utilizing effective program coordination skills/tools.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ DMV Pull Notice Required
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel Required: 5% (percentage)
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Telework Eligible: This position may be eligible for telework. The amount of telework permitted is at the discretion of the Department and is subject to change.

Essential Functions (including percentage of time)

40% Oversees the administration of the Ambulance Billing Program for the collection and reporting of allowable maximum rates for ground ambulance transportation services which includes assessing the delivery of services, identifying program goals and strategies, and implementing policies and procedures that ensure compliance with

various laws, rules, regulations, and standard practices. Reports to management regarding policy and program changes and makes recommendations to meet the needs of the program and other Division initiatives. Prepares administrative applications, funding requests, and ad hoc reports in response to requests for information from various sources. Administers the requirements of AB 40 to evaluate Emergency Medical System (EMS) Systems APOT data in California by planning, directing, organizing, and supervising the development of all regulations, standards, guidelines and policies of the APOT program.

- 25% Supervises, directs, develops, and reviews the work of subordinate staff, assesses personnel matters, and materials. Collaborates and communicates program goals and objectives, and establishes performance expectations, promoting a results-based culture. Reviews and approves timesheets, manages staff requests for time off, and assesses operational staffing needs to ensure adequate staffing. Utilizes Project Accounting and Leave, applicable bargaining unit contract provisions, EMSA policies, procedures, State Personnel Board and California Department Human Resources' laws and regulations to ensure equitable training opportunities, upward mobility, equal employment opportunities, and a harassment and discrimination-free work environment.
- 10% Implements objectives, initiatives, strategies, and performance measurement metrics for the tracking of rates for ground ambulance transportation services program by analyzing data, reviewing performance metrics reports, identifying trends and inefficiencies, and recommending solutions to management. Ensure timelines, budgets, and project milestones are met to create opportunities to improve program efficiencies.
- 10% Delivers oral and written presentations to management and stakeholders to communicate statewide on the analysis, collection, management, and transmission of APOT; facilitates bi-weekly phone-calls with stakeholders, when needed.
- 10% Participates in the coordination of trainings, workshops, meetings, and forums for stakeholders. Reviews current literature and participates in educational programs, cross-division work groups, ad hoc task forces, and strategic planning to stay abreast of current EMS Ground Transportation practices and emerging trends.

Marginal Functions (including percentage of time)

- 5% Performs other related duties in line with the Supervisor I classification that includes completing special assignments and projects as required within the Quality and Planning Division in order to support continued business operations to fulfill the EMSA mission, goals, and objectives.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of	☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you
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this duty statement to the employee named above.		believe reasonable accommodation may be necessary or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)	
Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: Shannon Nelson

Date: 9/2/2026