

DUTY STATEMENT

Employee Name:	
Classification: Analyst II	Effective Date:
Working Title: Ambulance Billing Coordinator	Position Number: 312-800-5393-017
Collective Bargaining Unit: R01	Work Location: 11120 International Drive, Suite 200, Rancho Cordova, CA 95670
Center/Office/Division/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 direction of the Sustainability and Quality Assurance Branch Supervisor I in the Quality and Planning Division, the Analyst II serves as the technical expert performing complex analytical duties and functions of the Emergency Medical Services (EMS) System Ambulance Billing Program within California. The Analyst II develops, evaluates, and monitors issues relating to Assembly Bill (AB) 716 requirements of EMSA to report the allowable maximum rates for ground ambulance transportation service in each county. Is responsible for the planning and coordinating reporting of ground ambulance rates through the regulatory process. Will plan and coordinate with various stakeholders, including local, state, and federal government staff on a wide variety of projects by overseeing and evaluating all stages and activities using Microsoft Office Suite, and various web-based programs.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ DMV Pull Notice Required
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel Required: 5%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Telework Eligible: 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% Serves as a liaison to local EMS agencies as well as other public safety agencies, private ambulance providers, and the general public for the implementation of a statewide integrated program to perform the analysis of reports received from counties and/or local EMS agencies, track trends, create dashboards, and ensure accuracy by providing analysis, expertise, technical assistance, as well as providing management review of EMS area(s) and sub-area(s) allowable maximum rates for ground ambulance transportation services to ensure compliance with the California Statutes, California Code of Regulations, applicable federal and state laws and regulations, and case law utilizing Microsoft suite office products (Work, Excel, PowerPoint, Outlook, Access, SharePoint), and other technological and non-technological resources. Develops and maintains tracking of ground ambulance transportation service rates for statewide oversight through ongoing database

maintenance by reviewing, documenting, and evaluating to ensure statewide accountability of maximum allowable rates for ground ambulance transportation services by EMS providers.

- 20% Serving as program liaison on advisory board committees and working groups comprising of local EMS agencies, law enforcement agencies, dispatch agencies, and other stakeholders through participation in monthly and quarterly meetings (National Emergency Number Association, Northern California Chapter of Association of Public-Safety Communications Officials International) and collaborating and developing standardized allowable maximum rates for ground ambulance transportation services through the drafting of regulations established by the Administrative Procedures Act to ensure rapid, high-quality, and efficient emergency medical care is provided to the public in accordance with applicable statutes, regulations, rules, guidelines, standards, and departmental policies and procedures.
- 15% Monitors legislation and regulations by researching and interpreting laws, rules, and EMS standards, conducting bill analysis, and developing written recommendations to management on resolutions to identify potential issues or concerns to EMSA and/or local EMS agencies to ensure an effective statewide standardization of allowable maximum rates for ground ambulance transportation services.
- 10% Audits and tracks federal and state legislation by evaluating the immediate and long-range impact on California's EMS systems by performing research, writing detailed bill analysis on legislative bills, amendments to bills, and consulting with subject matter experts on legislation relating to EMS in order to recommend changes to policies and procedures to ensure compliance with all applicable laws.
- 10% Research, monitor, and analyze new and trending EMS ground transportation rate development and issues, develops recommendations and issue memos for Quality and Planning Division Leadership on policies to coordinate and strengthen California's EMS System.

Marginal Functions (including percentage of time)

- 5% Performs other related duties in line with the Analyst II classification that includes completing special projects as required within the Quality and Planning Division to support continued business operations.

☐ 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 this duty statement to the employee named above.		☐ 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 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: 9/1/2026