



Position Posting – EMS Administrator
November 2025

Delmar-Bethlehem EMS is looking for the right candidate to complete our highly skilled, community-based, emergency medical team. The preferred candidate will be a self-starter who can work without detailed supervision. The candidate will be a skilled project manager who is persistent, detail and task oriented, able to simultaneously prioritize multiple projects, and excel at time management. They will be one who strives to work collaboratively in a unique hybrid team model of volunteers and paid staff, and one who works well under pressure and in high stress situations.

Delmar-Bethlehem EMS is a not-for-profit ambulance service that uses a hybrid staffing model to meet the needs of the Town of Bethlehem in Albany County, NY. Approximately sixty-five volunteer EMTs, AEMTs, Paramedics, and emergency vehicle operators and additional contracted career EMTs use six BLS/AEMT ambulances to annually respond to approximately 5,000 calls for medical assistance. Delmar-Bethlehem EMS is almost all volunteer from 6:00 pm to 6:00 am every night. Between the hours of 6:00 am and 6:00 pm, paid EMTs staff three Delmar-Bethlehem EMS ambulances. Around the clock Paramedic staffing is provided by the Albany County Sheriff's Office (ACSO) EMS Unit under an arrangement furnished by the Town of Bethlehem.

The successful candidate will be a full-time employee with a regular in-person schedule that includes participation in several evening events each month, including meetings of the Board of Directors, CMEs, and Officer's meetings. The Administrator must have the ability and willingness to be on call during non-working hours for the management and mitigation of significant adverse incidents. This position is a salaried "Exempt-Management Confidential" position and is not eligible for overtime pay.

Minimum Qualifications

- Bachelor's Degree or five years of equivalent professional management and leadership experience in a comparable organization required. Higher levels of education may be substituted for equivalent to meet minimum qualifications.
- Active NYS EMT, applicant must maintain NYS certification as an EMT and be "Crew Chief" ready.
- Candidates should have a demonstrated record of progressively increasing EMS administration experience and/or equivalent professional experience.
- Candidates must be able to work in partnership with volunteer leadership.
- Excellent oral and written communication skills.
- Computer literacy required, including MS Word, Excel, PowerPoint, SharePoint, Zoom. Ability to quickly master emsCharts pre-hospital electronic health record and billing software and billing data bases required.

Preferred qualifications:

- Additional training qualification desired, such as CPR instructor and/or CEVO/EVOC instructor.
- Preferred candidates will have at least five years of experience as an active pre-hospital care provider.

Duties and areas of responsibility include:

- Ensure the daily readiness of the ambulances and equipment
- Coordinate management and maintenance of two EMS station resources, facilities, and grounds while working collaboratively with local government and other stakeholders
- Manage operational safety programs for equipment, facilities, and personnel
- Supervise employees
- Manage human resource functions for DBEMS administrative employees and employed field training officers
- Maintain volunteer personnel records/files, a membership database, and corresponding HR records
- Serve as a liaison to the ACSO command staff, in conjunction with the Executive Director/Chief
- Oversee implementation and optimize efficiency of the collection of required patient billing information to improve performance and maximize insurance revenue
- Oversee the agency's regulatory licensure including maintaining NYS DOH operating certificates, ambulance compliance inspections, and other state and federal operating requirements
- Serve as the agency's privacy and information security officer
- Ensure compliance with HIPAA, information security, and protected information standards; and identify areas of non-compliance and recommend compliance improvements
- In conjunction with agency leadership and the Board of Directors, support:
 - a public presence that raises community awareness and education about EMS, enhances community health, highlights the organization's excellence, and recruits new responders
 - external liaison with major community constituencies (i.e., nursing homes and assisted living facilities)
- Respond to EMS calls when all crews are committed, as needed, during working hours
- All other duties as assigned by agency leadership

Position reports to the Executive Director/Chief. Compensation package includes competitive starting salary, PTO, health insurance, and retirement savings. Salary range \$60,000 to \$80,000, commensurate with experience.

Send cover letter and resume to humanresources@delmarems.org. More information on DBEMS can be found at www.delmarems.org.