



COLUMBIA COUNTY BOARD OF COUNTY COMMISSIONERS AGENDA ITEM REQUEST FORM

The Board of County Commissioners meets the 1st and 3rd Thursday of each month in the Columbia County School Board Administrative Complex Auditorium, 372 West Duval Street, Lake City, Florida 32055. The first meeting of every month is at 9:30AM while the second meeting of every month takes place at 5:30PM. All agenda items are due in the Board's office one week prior to the meeting date.

Today's Date: 4/12/2024 Meeting Date: 4/18/2024

Department: Human Resources

1. Nature and purpose of agenda item:

Based upon recent Board actions, several job descriptions needed revisions:

1. Captain - Community Paramedic - NEW opioid settlement funded position - includes authorization of position.
2. Customer Service Support Specialist - Reclassification of Administrative Secretary position
3. Director of Management Services - Reclassification of HR/Community Services position

2. Recommended Motion/Action:

Approve Revised Job Descriptions for 1) Captain - Community Paramedic - 2). Customer Service Support Specialist and 3) Director of Management Services including authorization of additional position for Captain in Fire Department

3. Fiscal impact on current budget.

This item has no effect on the current budget.



POSITION DESCRIPTION

POSITION: CAPTAIN – COMMUNITY PARAMEDIC

LOCATION: FIRE RESCUE DEPARTMENT

RESPONSIBLE TO: FIRE CHIEF

PAY GRADE: 22

EXEMPTION STATUS: NON-EXEMPT

SCHEDULE: 8 AM – 5 PM, MAY VARY OCCASIONALLY, ANTICIPATE OVERTIME

ABOUT COLUMBIA COUNTY

Columbia County is one of Florida's best-kept secrets, with pockets of quiet and peaceful springs. Columbia County is the home of Florida's Springlands, with multiple natural springs, lakes, rivers, and nine beautiful state parks. In 2022, the US Census Bureau [QuickFacts](#) estimated Columbia County has a population of 72,000 residents. Columbia County is a southeast sports destination and hosts multiple tournaments and camps. Columbia County requires a diverse and dedicated workforce to provide services for Columbia County residents to live and work and for the visitors who experience our piece of the Florida playground. Consider applying for a position with us today.

JOB DESCRIPTION

Provides education, and coordinates community risk reduction events to educate the community on pertinent medical issues that have a widespread impact on the patient population. Coordinates needed resources for patient population to include but not limited to behavioral health services, substance abuse services, and home health services. Responds with the crews to assist with call load and high EMS utilization issues.

ESSENTIAL FUNCTIONS

- Provides home health visits to assess the needs of the patient and connects them with the appropriate resources
- Reports to Fire Rescue Chief on a monthly basis to report call counts, activities performed and any significant issues
- Communicates with hospitals, physicians, and other medical personnel to discuss trends, patient issues and program needs
- Prepares required reports and **maintains records of all activities**
- Assists with community paramedicine related grants and proposals
- Performs presentations at schools, community events, stakeholder events and BOCC meetings as needed
- Provides accurate records of time worked and activities performed during the pay period
- Administers initial treatment at emergency scene
- **A PCR will be completed for all patient contacts**

NON-ESSENTIAL FUNCTIONS

Performs other related duties as assigned

WORK ENVIRONMENT

The work is performed in an office and at scene. The employee is exposed to noise, dust and dirt, machinery with moving parts, irritating chemicals, extreme temperatures, hazardous situations, and occasional inclement weather. The work requires the use of protective clothing and devices.

TRAINING AND EXPERIENCE

Refer to professional license requirements listed below

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of fire-fighting standards, practices, strategies, tactics, and equipment
- Knowledge of first aid principles and applications
- Knowledge of budgeting practices
- Knowledge of hazardous materials
- Knowledge of National Incident Management Systems
- Skill in management and supervision under both routine and emergency situations
- Skill in decision making and problem solving
- Skill in oral and written communication and interpersonal relations
- Skill in the operation and use of fire equipment and apparatus
- Ability to maintain professional relationships with elected and other local government officials, other department heads, representatives of emergency assistance agencies, employees, and the general public
- Considerable knowledge of the issues and events occurring throughout Columbia County
- Skill in dealing with the media and citizens on sensitive issues and in stressful situations
- Ability to interact effectively with citizens
- Ability to communicate effectively both orally and in writing
- Ability to respond appropriately to questions and requests for information
- Ability to think in creative ways and make appropriate plans to implement new ideas
- Ability to communicate with tact and diplomacy toward citizen complaints

ESSENTIAL PHYSICAL SKILLS/DEMANDS

- Work is performed with the employee sitting, standing, walking, and bending, crouching or stooping.
- Employee must be able to lift heavy objects (at least 50 pounds), climb ladders, use tools or equipment
- Requiring a high degree of dexterity, and ability to distinguish between shades of color
- Acceptable eyesight and hearing (with or without correction)
- Ability to communicate orally and in writing
- Ability to perform repetitive motion required

PROFESSIONAL LICENSES

Must maintain a Florida State Firefighter II Certification

High school diploma or GED required

Must be a Florida state certified Paramedic

Must maintain current certification in CPR, ACLS, and PALS

Must possess a valid Class "D" Commercial Driver's license with an "E" endorsement

Must possess a current Emergency Vehicle Operators course

BCC Approved:



POSITION DESCRIPTION

POSITION: CUSTOMER SERVICE SUPPORT SPECIALIST

LOCATION: MANAGEMENT SERVICES

RESPONSIBLE TO: DIRECTOR OF MANAGEMENT SERVICES
AND ADMINISTRATIVE SUPERVISOR

PAY GRADE: 121
EXEMPTION STATUS: NON-EXEMPT

SCHEDULE: TYPICALLY 8-5, MONDAY TO FRIDAY

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JOB DESCRIPTION

Work involves providing single-contact resolution in service initiation, ongoing account review, management and maintenance and the ability to respond to difficult technical inquiries related to utility service. The person in this position provides backup support in purchasing and finance. An employee in this position will be responsible for performing various office support functions. Duties are generally diversified and require independent judgment to apply broader aspects of established practices and procedures. Problems and situations encountered do not generally fall clearly or concisely within the limitations of standard practices or precedents. Employee works under general supervision.

ESSENTIAL FUNCTIONS

- Meets the public interested in establishing utility service and serves as primary contact
- Analyze utility account histories to resolve problems, establish deposit requirements and make credit arrangements
- Process all adjustments and corrections to ensure proper billing for accounts
- Manage collection of delinquent accounts, order discontinuance of service, and approves payment arrangements based on established guidelines
- Conduct customer research requests, handle escalated complaints and resolve or avert account problems
- Assist the Purchasing Officer with credit card reconciliations and act as purchasing requisition backup support
- Supports the Finance Officer with auto insurance and claims processing as needed
- Uploading grant documentation and maintain organized and clear document support on grant spending
- Serves as a backup in the absence of other administrative office staff
- Provides additional clerical and computer support on an as-needed basis for related programs and projects of the Department
- Performs data entry on spreadsheets, graphs, or other appropriate formats
- Proficiency in using computers, MS Word, MS Excel, and various other software programs and applications necessary for successful job performance

NON-ESSENTIAL FUNCTIONS

- Type, duplicate, collage, staple, and distribute communications, invoices, and other materials
- Retrieves and sends electronic mail messages as needed
- Performs other related duties as assigned

(These job functions should not be construed as a complete statement of all duties performed. Employee will be required to perform other job related marginal duties as assigned.)

WORK ENVIRONMENT

The majority of work is performed indoors at a centrally located desk. Job functions are performed during normal workdays. The position requires the ability to establish and maintain effective working relationships with the public, local officials, staff, and management. Work is performed with considerable independence under general supervision.

TRAINING AND EXPERIENCE

Minimum Experience: Possession of an associate's degree with an emphasis in finance, business, or a related area and extensive experience that includes utility billing, utility cash receipts and controls, utility accounting, or utility credit and collections, experience with software and proprietary billing experience preferred; or an equivalent combination of training and experience.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of business English, spelling, punctuation, and vocabulary
- Knowledge of office practices and activities in various sections to ensure uninterrupted flow of workload
- Knowledge of administrative principles and practices
- Knowledge of modern governmental purchasing principles
- Knowledge of insurance practices
- Considerable knowledge of utility and general governmental services, functions, ordinances, rules policies, procedures, and regulations
- Ability to work independently and prioritize work to meet deadlines
- Extensive knowledge of customer billing, credit collection, and overall utility accounts operations or practices
- Ability to operate a personal computer and common office equipment
- Ability to communicate tactfully, courteously, and effectively
- Ability to understand and implement oral and written instructions, gather and analyze information, prepare reports, and maintain records

ESSENTIAL PHYSICAL SKILLS/DEMANDS

- Ability to use both hands simultaneously while standing or sitting, pushing, pulling, twisting, bending, and climbing
- Frequent lifting of ten (10) to fifty (50) pounds
- Oral communication skills
- Intermittent sitting, standing, and walking
- Frequently requires sitting at a computer keyboard for long periods of time.
- Attention to detail, reading, and editing.
- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)

PROFESSIONAL LICENSES

Possession of a valid Class E Florida License is required

BCC Approved:



POSITION DESCRIPTION

POSITION: DIRECTOR OF MANAGEMENT SERVICES

LOCATION: BOARD ADMINISTRATION

RESPONSIBLE TO: COUNTY MANAGER AND
ASSISTANT COUNTY MANAGER

PAY GRADE: 146
EXEMPTION STATUS: EXEMPT ADMIN

SCHEDULE: TYPICALLY 8-5, REQUIRES ATTENDING MEETINGS OUTSIDE TRADITIONAL BUSINESS HOURS

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JOB DESCRIPTION

This administrative and managerial position is responsible for coordinating and developing the support functions of the Board of County Commissioners, County Manager, and Assistant County Manager, including activities and personnel established under the Department of Management Services. This position manages the purchasing, finance, Utility billing, and collections, and Veterans' Affairs staff. Executes non-ad-valorem assessment administration, and property and liability insurance programs. Accountable for Assisting the County Manager and Assistant County Manager in developing and administering the County budget. Responsible for various special projects, programs, and services.

ESSENTIAL FUNCTIONS

- Directs, supervises, coordinates, and manages the overall activities and personnel established under the Department of Management Services
- Ensures administrative and fiscal workflows are efficient and productive and follow proper laws, rules, and regulations within the framework of department goals and objectives
- Manages and provides guidance to the operations and personnel of Purchasing, Veteran Affairs, Finance, and Board of County Commissioners office staff. Administers the non-ad valorem assessment efforts
- Recommends hiring, promotion evaluation, and termination of staff
- Assists County Manager with special projects, programs, and services
- Administration of the County's property and liability insurance programs
- Ensures compliance with County purchasing policies and related Florida Statutes
- Communicates with County Commissioners, State and local elected officials, employees, department heads, and citizens
- Serves as a member of the County's Management Leadership Team

NON-ESSENTIAL FUNCTIONS

Performs other tasks as assigned

WORK ENVIRONMENT

The majority of work is performed inside an office at a centrally located desk within a multi-department facility. However, this position requires mobility to attend meetings outside the office and outside of normal working hours.

TRAINING AND EXPERIENCE

Minimum education/experience: graduation from an accredited four-year college or university and five years' experience in a senior management position requiring supervision and management of personnel, professional experience in, governmental administration, community services, or professional public employment service in a related area. Professional experience may be substituted for required college training on a year-by-year basis.

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of local government administration and organization principles and practices
- Considerable knowledge of all laws, rules, and regulations governing the various functions within the department
- Ability to supervise and organize staff work, develop capable staff, enforce disciplinary procedures, and effectively appraise employee performance
- Ability to respond clearly and concisely to internal and external inquiries regarding County programs and/or statistics
- Ability to present concise written and oral reports and recommendations
- Ability to establish priorities, set schedules, and meet deadlines
- Ability to work independently without close supervision
- Ability to follow oral and written instructions
- Ability to establish and maintain effective and professional working relationships with both external and internal constituencies and with representatives of local, state, and federal agencies
- Proficiency in using computers, MS Word, MS Excel, and various other software programs and applications necessary for successful job performance
- including word processing, spreadsheets, and information maintenance systems
- Ability to maintain confidentiality and work with County Commissioners and County Management

ESSENTIAL PHYSICAL SKILLS/DEMANDS

- Acceptable eyesight and hearing (with or without correction)
- Ability to communicate both orally and in writing
- Light (up to 50 pounds) lifting, walking, standing, bending, stooping, reaching overhead, and climbing
- The ability to sit for extended periods of time while performing essential office duties is required
- Manual dexterity to operate office machinery is necessary

PROFESSIONAL LICENSES

Possession of a valid Florida driver's license

RESIDENCY REQUIREMENT: This position requires establishing primary residency in Columbia County within the first six (6) months of employment; however, the County Manager may grant exceptions to this policy on a case-by-case basis.

BCC Approved:

2 OF 2