

## SEQUOIA SAFETY COUNCIL INC.

### JOB DESCRIPTION



Position: GENERAL MANAGER

Classification: EXEMPT

Date: 01/01/2022

The General Manager reports to the Board of Directors and is responsible to lead people and manage the business. The General Manager supervises the Operations Manager, Billing Office Manager, and the Fleet Services Supervisor. The General Manager is responsible for human resources and strategic planning.

#### Essential Duties and Responsibilities:

1. Exemplify and communicate the Mission, Vision, and Values of the company.
2. Demonstrate good leadership, build morale, and develop an effective team.
3. Communicate effectively in written and oral forms internally and externally.
4. Evaluate and manage performance by setting clear expectations, monitoring, and holding employees accountable.
5. Monitor system performance and identify opportunities for improvement. Implement necessary changes by building consensus when possible.
6. Supervise the Operations Manager
  - a. Provide functional direction to the Field Supervisors in absence of the Operations Manager
7. Supervise the Billing Office Manager
  - a. Provide functional direction to the office staff in the absence of the Billing Office Manager.
8. Supervise the Training Coordinator
9. Supervise the Fleet Services Supervisor
  - a. Facilitate vehicle purchases and remounts and the licensing of such.
10. Ensure compliance to all laws, standards, and contracts applicable to the business, including billing and privacy compliance.
  - a. Manage the compliance of the exclusive operating agreement between Sequoia Safety Council Inc. and the County of Fresno.
  - b. Review and appeal late calls within required timeframes.
11. Take direction from and provide follow up to the Board of Directors. Prepare board meeting documents and provide reports during the board meetings. Provide recommendations to the board.
12. Administer the company's safety program, including the Illness and Injury Prevention Plan (IIPP). Review accidents/injuries and implement changes to prevent such.
13. Represent the Company with outside agencies including, the Central California Emergency Medical Services Agency (CEMSA), adjacent ambulance providers, fire departments, law enforcement, hospitals, and local civic organizations.

14. Represent the Board of Directors in procuring employee benefits, and insurance plans, and investments. Coordinate with the contract accountant to ensure they are administered appropriately.
15. Administer workers compensation insurance claims and ensure employees receive timely treatment and follow up care. Facilitate modified duty when appropriate. Communicate with the insurance carrier to resolve claims as quickly as possible.
16. Facilitate the advertisement and hiring process for all positions. Administer tests and interviews, make job offers, conduct background screening, and schedule medical screening. Consult with the Operations Manager when determining hiring needs.
17. Review lower-level disciplinary actions administered by subordinate Managers and Supervisors. Review investigation reports and determine appropriate actions. Administer appropriate disciplinary actions, including terminations. Notify the board of directors Executive Committee of all employment terminations.
18. Review and administer leave of absence requests, according to the law and company policies.
19. Evaluate grievances and complaints. Determine the appropriate actions and implement them in a timely manner. Notify the board of directors Executive Committee of all complaints of harassment or discrimination.
20. Develop and track an annual budget with the assistance of the contract accountant. Manage expenditures and make appropriate financial decisions.
21. Manage and facilitate the purchase, sale, rental, maintenance, improvement of properties and buildings.
22. Maintain and operate an emergency response vehicle and respond to incidents, including multi-casualty incidents and disasters. Provide supervision as needed.
23. On-call work is required from time to time for emergency incidents and other work-related emergencies.
24. Develop policies and procedures. Ensure policies and procedures are up to date.
25. Provide prehospital care. Maintain necessary certifications.
26. Perform field personnel scheduling as necessary.