


POSITION DESCRIPTION		
Chief of Administration		
Salary Range: \$65k-\$75k Annual	FLSA Status: Exempt	Last Revised: 04/2024

COMPANY OVERVIEW:

iCare Ambulance, LLC, based at Centennial Airport since May 1, 2012, specializes in ground support for Air Ambulance, Critical Care, and Organ Transplant Teams. As a national leader in Air Ambulance Intercept services, we partner with over 70 Air Medical programs globally. Our mission focuses on providing safe and reliable transport for critically ill and injured patients.

iCare Ambulance core values:

- **Integrity:** We will be true to our ethical and moral convictions, even when no one is watching.
- **Compassion:** We will care for our patients, partners, and each other with kindness and empathy.
- **Accountability:** We will accept responsibility for our actions and disclose the results in a transparent manner.
- **Respect:** We will acknowledge the innate value of all beings and things and treat them with due regard.
- **Excellence:** We will continually work to improve our culture and performance.

POSITION OVERVIEW:

We are seeking a dynamic and experienced Chief of Administration to lead our administrative operations with passion, precision, and a people-first approach. This pivotal role is at the heart of our organization, ensuring that our human resources, payroll, bookkeeping, and compliance systems operate seamlessly and effectively. The ideal candidate will embody our core values of compassion, accountability, respect, and excellence, driving our mission forward through exemplary leadership and administrative acumen.

REPORTS TO:

Chief Financial Officer

SUPERVISES:

Directly: Billing Supervisor and Communications Supervisor.

Indirectly: All staff

DESIRED ATTRIBUTES:

Detail and Task-Oriented:

Exhibits meticulous attention to detail and the ability to manage tasks efficiently while communicating effectively across all organizational levels.

Self-Driven and Independent:


Demonstrates initiative, independence, and a strong sense of ownership, coupled with accountability for actions and outcomes.

Effective Communication:

Possesses the ability to articulate ideas clearly and engage in meaningful interactions across diverse groups, fostering a collaborative environment.

Problem-Solving and Integrity:

Showcases exceptional problem-solving abilities, ethical conduct, and a balanced approach to decision-making, blending directness with empathy.

POSITION DESCRIPTION		
Chief of Administration		
Salary Range: \$65k-\$75k Annual	FLSA Status: Exempt	Last Revised: 04/2024

Diverse Team Collaboration:

Proven ability to work harmoniously with diverse teams, displaying respect, humility, and alignment with iCare's core values.

Anticipatory and Decision-Making Skills:

Utilizes foresight and experience to anticipate challenges, making informed decisions that reflect credibility, resilience, and a commitment to the organization's success.

Tenacity and Dependability:

Embodies a relentless drive to achieve objectives, demonstrating reliability and persistence, especially in challenging situations.

Stewardship and Caretaking:

Acts as a conscientious steward, guiding and nurturing team members, ensuring their development and recognizing their contributions, while managing resources wisely.

WHAT DOES SUCCESS LOOK LIKE?:

To be successful in this position, the Chief of Administration must be able to adequately accomplish the following:

Human Resources Management:

Oversee all aspects of human resources, including hiring, recruiting, onboarding, benefits enrollment and management, renewal management, performance improvement plans, and ensuring compliance with industry-specific regulations.

Payroll and Compliance:

Manage bi-weekly payroll processes, maintain accurate timekeeping, and perform bank reconciliations, ensuring adherence to financial and labor regulations.

Leadership and Communication:

Lead and support teams within the Communication Center and Billing Department, promoting a culture of open communication, respect, and continuous improvement.

Vendor and Compliance Liaison:

Serve as the primary contact for employee-related vendor information, manage Workers Compensation, and ensure compliance with state and industry-specific regulations.

Financial Oversight:


Collaborate with the CFO on financial management tasks, oversee bookkeeping, and ensure the accuracy of financial records.

Certification and Training Tracking:

Monitor and verify that billing and communications personnel certifications are up-to-date and in compliance with relevant standards.

Meeting and Documentation Management:

Lead the documentation and record-keeping of leadership meetings, ensuring that all decisions and action items are accurately recorded and followed up on.

POSITION DESCRIPTION		
Chief of Administration		
Salary Range: \$65k-\$75k Annual	FLSA Status: Exempt	Last Revised: 04/2024

Risk Management:

Proactively identify, evaluate, and mitigate organizational risks, implementing robust policies and procedures to address potential issues.

Legal and Regulatory Compliance:

Ensure the organization's adherence to all applicable laws, regulations, and industry standards, minimizing legal risks.

Organizational Development:

Collaborate with senior leadership to develop and implement effective organizational structures and processes that enhance operational efficiency and scalability.

Change Management:

Guide the organization through changes in administrative processes, systems, or structures, ensuring smooth and effective transitions.

QUALIFICATION REQUIREMENTS:

The following qualifications are representative of the skills and experience required to successfully perform the essential duties of this position. An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

Minimum qualifications for this position are:

- Must be at least 18 years of age.
- High School Diploma.
- Current Driver's License.
- Minimum of two years of experience in Human Resources.
- Management experience.
- Proficiency in using office software applications, including word processing, spreadsheets, and presentation software.

Preferred qualifications:

- Experience in healthcare or related field.
- Entrepreneurial background with experience managing teams of 20+.
- SHRM-CP certification.
- Experience with Just Culture.

Language Skills:


Ability to speak, read, and write fluent English and communicate effectively. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to assess situations, exercise sound judgment, and take appropriate action, remaining cognizant of the company's confidentiality requirement.

Physical Demands:

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

POSITION DESCRIPTION		
Chief of Administration		
Salary Range: \$65k-\$75k Annual	FLSA Status: Exempt	Last Revised: 04/2024

Physical effort involves – for indefinite periods of time – mobility within an office environment; twisting body; stooping; standing; squatting; sorting; sitting; seeing; pushing; pulling; lifting; reading; decision making; reaching above shoulder level; using both hands for simple and firm grasping; clarity of hearing; communicating clearly and effectively; fine finger manipulation for writing and typing on a personal computer.

COMPENSATION:

Minimum compensation of \$65,000 per year with a maximum of \$75,000 per year depending on qualifications.

BENEFITS:

- Two weeks of Paid Time Off per year
- Vision & Dental Insurance (Paid by company)*
- Short & Long Term Disability Insurance (Paid by company)*
- Health Insurance (\$300 company contribution)*
- \$100,000 Life Insurance (Paid by company)*
- AFLAC Supplemental Insurance
- Employee Assistance Program
- 401K with 5% company match. Eligible in 90 days and immediate vesting.

**Contributions made by the company are for the employee only. Dependents may be added at the employee’s cost.*

iCare Ambulance, LLC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. iCare Ambulance, LLC is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.

Employee Signature

Date Signed