

MEDICAL EXAMINER OPERATIONS SUPERVISOR

FUNCTION OF THE JOB

Under the oversight and direction of the Medical Examiner, supervises all non-medical personnel staff (administrative, investigative, and pathology assistance), and plans, organizes, and manages the investigative activities and general operations of the Medical Examiner Office; performs other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Establishes, reviews, revises, and administers proper work methods, policies, procedures, and schedules to ensure effective and efficient operations; arranges work schedules to ensure adequate coverage 24/7/365; reviews and approves leave requests and timesheets.
2. Sets expectations of quality service delivery and customer satisfaction, and then follows through with proactive performance management, training programs, team building, and application of available technology and industry best practices.
3. Develops and implements performance standards, training evaluation processes and tools.
4. Supervises death investigations conducted through the Medical Examiner's Office; provides direction and technical guidance to staff in the handling of individual cases.
5. Plans, trains, assigns, reviews, and evaluates the work non-medical staff (administrative, investigative, and pathology assistance).
6. Recommends, develops, implements, and maintains policies and procedures related to investigative and administrative processes.
7. Trains and instructs staff on operational policies and procedures; and coordinates workplace safety compliance and continuing education/training activities.
8. Participates in and makes recommendations for hiring, training, evaluating, and discipline of all non-medical staff; handles personnel issues of the staff.
9. Represents the Medical Examiner's Office and maintains effective professional relations with local, state, and federal law enforcement agencies, crime labs, consultants, and other County departments and the community. Participates in meetings and serves on teams/task forces relevant to Medical Examiner Office endeavors.
10. Coordinates, maintains, and secures the inventories of the medication and evidence rooms following policies and procedures; maintains retention and disposal records and logs; communicates and coordinates with local law enforcement evidence units to properly.
11. Maintain chain of custody and disposition of items.
12. Coordinates, researches, evaluates, and directs procurement/replacement of equipment and supplies (ex: CO detectors, ambient temperature thermometers, digital cameras) and communication and technology devices (ex: cell phones, pagers, laptop computers); trains staff on the use of equipment; coordinates record retention and file compatibility of digital record created by equipment.
13. Serves as coordinator for departmental Business Continuity and Mass Fatality planning.
14. Reviews and updates respective office plans and represents department in the planning, practicing, and executing of County or outside agencies' exercises.
15. Serves as a liaison to funeral homes and tissue and organ procurement agencies; ensures agency compliance with State Statutes, established standards and procedures, and addresses concerns or questions.
16. Coordinates fleet vehicle maintenance with County Fleet Division; leads the evaluation and design processes when new vehicle models are implemented; administers vehicles and transportation duties such as vehicle selection and maintenance for decedent transport.
17. Performs Deputy Medical Examiner duties and responsibilities in accordance with Wisconsin State Statutes and Waukesha County Policies and Procedures, which include but is not limited to investigating reported deaths via phone or scene response, determining jurisdiction, examining and preserving evidence, obtaining personal and medical history information, and establishing initial assessment of cause and manner of death.
18. Makes recommendations and assists in the monitoring of the Medical Examiner Office's operational budget, objectives and strategic plan.
19. Establishes and maintains effective working and public relations with supervisors, staff, various local and State law enforcement agencies, federal officers, consultants, County departments, medical personnel, funeral service professionals, families, and the public.
20. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of the Wisconsin State Statutes concerning investigation of death.
2. Comprehensive knowledge of investigative principles, practices, and techniques used in the medical – legal death investigation.
3. Comprehensive knowledge of departmental programs, operations, and policies.
4. Considerable knowledge of medical terminology, anatomy/physiology and broad areas of medicine as it pertains to death and forms of trauma.
5. Considerable knowledge of occupational safety requirements and procedures, especially regarding hazardous materials and blood borne pathogens.
6. Considerable knowledge of Countywide programs, policies and procedures, including Human Resources, Information Technology, and Risk Management as they apply to the medical Examiner's Office and its personnel.
7. Considerable knowledge of supervisory and managerial principles and practices, including budgeting, planning, and employee supervision.
8. Considerable knowledge of computer hardware, software, and other specialized equipment or technology and their application to department operations.
9. Ability to plan, organize, supervise, train, and evaluate the work of others; and to handle non-medical staff personnel matters within the Medical Examiner's Office.
10. Ability to secure facts through objective, independent, and thorough investigations; identify and interpret evidence; analyze data; and make appropriate determinations.
11. Ability to establish and maintain effective working relationships with both internal and external customers, including but not limited to supervisors, staff, various local and state law enforcement agencies, federal officers, consultants, County departments, medical personnel, funeral service professionals, tissue banks, decedent's families, and the public.
12. Ability to work compassionately and with diplomacy, with grieving relatives and members of the community.
13. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
14. Ability to manage multiple priorities in a timely manner.
15. Ability to analyze and solve problems.
16. Ability to take proper photographs of scene, body, and evidence for documentation.
17. Ability to prepare, present, and maintain accurate, objective, and thorough reports and records.
18. Ability to move and transfer human bodies of various weights and insuring preservation of any trace evidence.
19. Ability to assist in the performance of autopsies, including the ability to use specialized autopsy and photographic equipment.
20. Ability to maintain specimens and evidence logs and to maintain supplies in an orderly fashion.
21. Ability to perform laboratory tasks such as specimen transfers and handling preserved specimens.
22. Ability to deal with issues of death and dying on a daily basis, often in unpleasant circumstances.
23. Ability to perform work in the field in varying types of terrain and weather conditions.
24. Ability to safely drive a County vehicle in the regular performance of duties.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in biological or medical science, criminal justice, or a closely related field.
2. Five (5) years of progressively responsible work experience in medico-legal death investigation, biological or medical science, or a closely related area. Prefer experience in medical examiner or coroner setting.
3. Valid driver's license.