

GROW^{WITH} GUILFORD

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GUILFORD COUNTY

Invites Your Interest in the Position of

EMERGENCY SERVICES DEPUTY DIRECTOR – EMS





POSITION CLOSES FEBRUARY 9, 2026

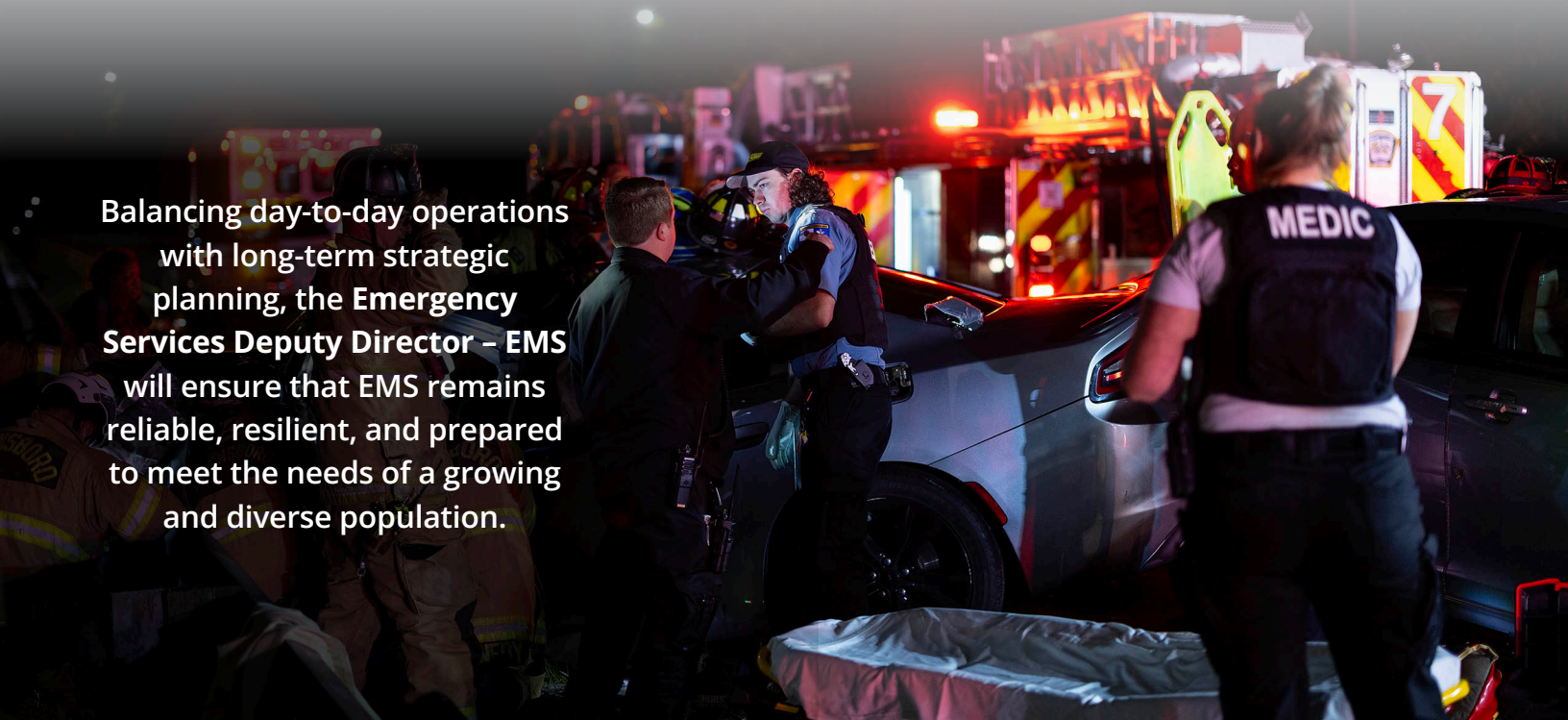
Guilford County, one of the most populous counties in North Carolina and a regional hub for commerce, education, and culture, is seeking a strategic, credible, and collaborative leader to serve as the next **Emergency Services Deputy Director – EMS**. The ideal candidate will provide steady, visible leadership that supports both the workforce and the community. Balancing day-to-day operations with long-term strategic planning, the **Emergency Services Deputy Director – EMS** will ensure that EMS remains reliable, resilient, and prepared to meet the needs of a growing and diverse population. Clear communication, thoughtful decision-making, and the ability to foster trusted relationships with staff, county leadership, and external partners are keys to success in this role.

This is a senior leadership role that is central to the stability, performance, and long-term success of the EMS system, guiding the organization as it manages growth, rising call volumes, and increasing operational complexity.

ABOUT THE ORGANIZATION:

Guilford County is governed by a nine-member Board of Commissioners, elected by district and at-large to serve four-year terms. The County is regarded as a fiscally responsible, stable, and well-managed government with sound budget and fiscal management and a strong fund balance (net assets). The County has a budget for [FY2025-26 of approximately \\$847.3](#) million, a property tax rate of 73.05 cents per \$100 of assessed value and 3,032 full-time employees in over 30 departments and agencies. These entities are organized into strategic service areas to promote efficiency, effectiveness, and equity throughout county services. Learn more about Guilford County [here](#).

Balancing day-to-day operations with long-term strategic planning, the **Emergency Services Deputy Director – EMS** will ensure that EMS remains reliable, resilient, and prepared to meet the needs of a growing and diverse population.



ABOUT THE DEPARTMENT AND POSITION:

The Guilford County Emergency Services Department delivers paramedic-level care, fire operations support, code inspections, fire investigations, logistics, vehicle maintenance, and emergency management services. Its work is organized across five divisions: Emergency Medical Services, Emergency Management, Administration, Fire, and Vehicle Maintenance. The department has a [FY2026 budget of \\$48M](#) and has 303 full-time employees. Learn more about the Department by visiting the county's website [here](#).

Reporting to the Director for Guilford County Emergency Services, the **Emergency Services Deputy Director – EMS** oversees the countywide EMS system (including valued partners at GM911, franchisees, and all fire partners), which provides 24-hour advanced life support ambulance services across Guilford County, including the municipalities of Greensboro and High Point and serves as acting Director in the Director's absence, and supports recruitment, onboarding, training, wellness initiatives, and succession planning to maintain a resilient and sustainable workforce. The **Emergency Services Deputy Director – EMS** manages the EMS operating expense budget of approximately \$34 million—\$25 million of which is revenue-offset. The EMS division is part of the larger Emergency Services department, which has a total budget of roughly \$50 million, plus oversight of County Fire Department budgets of an additional \$35 million. Additionally, the **Deputy Director** oversees contracts, negotiates agreements, monitors revenue streams, and uses data to guide operational and strategic decisions. Deep EMS experience and clinical credibility are essential, including knowledge of field operations, paramedic practice, system design, and quality improvement. Experience within the North Carolina EMS system is preferred to guide both day-to-day operations and long-term system strategy working closely with the North Carolina Office of EMS and the North Carolina College of Emergency Physicians.

The **Emergency Services Deputy Director – EMS** also leads workforce and leadership development, building a cohesive, high-performing leadership team that models ethical decision-making and accountability. The position directly supervises five senior staff—four Emergency Services Managers responsible for Training, Operations, Professional Development, and Quality Improvement, along with an EMS Quality Specialist—and directly oversees 228 personnel.

In addition to operational leadership, the **Emergency Services Deputy Director – EMS** manages day-to-day EMS operations.



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KEY POSITION PRIORITIES:

- Strengthen and stabilize the EMS division by developing accountable leaders and reinforcing a culture of collaboration, professionalism, and shared responsibility across the organization and partner agencies.
- Set and clearly communicate the strategic direction for EMS, aligning leadership, staff, and partners around measurable goals and systemwide priorities.
- Build and sustain strong relationships with county leadership, internal teams, and external partners—including fire, law enforcement, 9-1-1, hospitals, and other stakeholders—to ensure coordinated, high-quality service delivery.
- Ensure operational and fiscal sustainability by balancing service demands with staffing and resources, routinely evaluating programs, and using data to guide informed, long-term decisions.



MINIMUM QUALIFICATIONS:

- Bachelor's degree in business, accounting, public administration, political science, emergency medical care, or a related field, and;
- Eight (8) years of progressively responsible supervisory and management experience in the public sector.
- Paramedic (National Registry acceptable to apply, but must be able to obtain a NC Paramedic credential (<https://oems.nc.gov/legal-recognition/>) within six months of employment.
- CPR/BCLS, ACLS, and PALS Provider Certifications are required. PHTLS, BTLS, ITLS OR In-house Trauma Management Course required within one year
- ICS 700, 100, 200, and 300 required at time of application, and ICS 400 required within one year of hire.
- Valid North Carolina vehicle operator's license, or ability to obtain one within 60 days.
- Once employed, the successful candidate must be able to obtain an NC DMV Class B operator's license within one year of employment.

PREFERRED QUALIFICATIONS:

- Master's degree in emergency services administration, Public Administration, Business, Finance, Accounting, or Healthcare Administration.

THE SUCCESSFUL CANDIDATE IS:

- A visible, approachable, and steady leader who inspires trust, connects with staff at all levels, and builds strong relationships with internal teams and external partners—particularly during periods of organizational transition marked by retirements and the loss of institutional knowledge;
- Intrinsically motivated by the work itself, with a strong sense of purpose and commitment to public service, EMS excellence, and the long-term success of the system;
- Strategic and forward-thinking, capable of developing, communicating, and executing a clear vision while guiding the organization through change, including supporting newly promoted leaders and staff stepping into expanded roles;
- Politically and organizationally astute, able to navigate county government, advocate effectively for EMS needs, manage competing priorities, and maintain ethical and fiscal responsibility;
- Skilled in workforce leadership, development, and succession planning, with the ability to recruit, retain, mentor, and support staff, preserve institutional knowledge, and foster accountability, wellness, and a high-performing organizational culture;
- An exceptional communicator who listens actively, translates complex operational realities into clear messages, and communicates effectively across all levels—from frontline personnel to county leadership;
- Innovative, solutions-oriented, and forward-looking, capable of anticipating challenges, thinking creatively, improving processes, and ensuring the EMS system remains resilient and sustainable;
- Operationally proficient and highly organized, with strong project management skills, the ability to multi-task effectively, and experience managing budgets, contracts, revenue streams, and complex resources;
- Collaborative and relationship-focused, able to coordinate across partner agencies, hospitals, law enforcement, and other stakeholders to ensure seamless service delivery and organizational cohesion; and
- Humble, adaptable, and open to feedback, modeling ethical leadership, emotional intelligence, and accountability while holding themselves and their teams to high standards.



The **Emergency Services Deputy Director – EMS** is central to the stability, performance, and long-term success of the EMS system, guiding the organization as it manages growth, rising call volumes, and increasing operational complexity.

SALARY AND BENEFITS:

The expected hiring range for this position is \$94,494.40 to \$120,473.60, but negotiable based on qualifications and experience. Guilford County offers a comprehensive benefits package, which can be found [here](#). Residency within five miles or 10 minutes of the county line is required within a negotiated time frame. Position is subject to emergency recall. Must live within 5 miles or 10 minutes of the Guilford County line within one year of hire.

ABOUT THE COMMUNITY:

Guilford County, with a population of over 541,000, is NC's 3rd most populous county. Among ten municipalities, Greensboro (county seat) and High Point are the largest within Guilford County. Guilford County is a growing and vibrant community with a diverse population and over 100 languages spoken. Demographically, the county is 47.23% Caucasian, 33.15% African American, 9.63% Hispanic of any race, and 5.31% Asian.

With a median age of 37 among its residents, Guilford County continues to work hard to develop and promote quality of life choices for all ages with focused efforts in K-12 schools, job training, economic development, employment, and recreation. Guilford County has many higher educational institutions, including UNC Greensboro, Greensboro College, Elon University School of Law, Bennett College, NC Agricultural and Technical State University, Guilford College, Guilford Technical Community College, and High Point University.



Photo: High Point University

Guilford County has many educational institutions, such as High Point University (above) and UNC Greensboro (below).



Photo: UNC Greensboro

Guilford County recently approved a historic \$2B school bond investment that has already resulted in 6 new school construction projects. Construction of additional schools and school improvements are also underway. GCS is the 3rd largest school district in NC and is one of the 50th largest school districts in the US. GCS, which serves 70,000 students, pre-K – 12th grade and offers 258 Career-Technical Education programs in 49 schools, boasts a 91.8% high school graduation rate (2022), above the national average and higher than all the largest NC school districts.

From a variety of restaurants, museums, and educational and art centers such as the [Steven Tanger Center for Performing Arts](#), [International Civil Rights Center and Museum](#), and the [Greensboro Science Center](#) to Broadway performances and live music, Guilford County offers something for everyone. Outdoor recreation opportunities in the county include various hiking trails, mountain biking trails, greenways, parks, and lakes. Guilford County is also home to the semi-annual [High Point Market](#), the largest wholesale finished goods home furnishings market in the world.

Though the furniture and textile industries helped build Guilford County, the local landscape also includes technology, healthcare, and service industries, with five of the top 60 Fortune 500 companies having a presence in Guilford County, resulting in a vibrant economy. Guilford County has recently attracted new businesses. Toyota Battery is investing over \$8B and bringing in over 3000 jobs to the area. BOOM Supersonic is building a 62-acre campus at Piedmont Triad International Airport and will bring over 2000 jobs to the area.

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The Steven Tanger Center for Performing Arts is a state-of-the-art-multi-purpose facility with a seating capacity of 3,000.



Guilford County offers community residents so many opportunities to enjoy the outdoors — from hiking and and mountain biking trails to greenways, parks and lakes.



The High Point Market, held twice a year, is the largest wholesale finished goods home furnishings market in the world and has a tremendous economic impact on the entire Piedmont Triad.

HOW TO APPLY:

Please visit <https://www.governmentjobs.com/careers/developmentalassociates> and click on the **Deputy Director of Emergency Services, Guilford County, NC** title.

- All applications must be submitted online via the Developmental Associates application portal (link above) – NOT the organization's employment application portal or any other external website.
- Resumes and cover letters must be uploaded with the application.
- Applicants should apply by **February 9, 2026**.
- The hiring team will invite successful semi-finalists to virtual interviews and skill evaluations on **March 17-18, 2026**. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate.
- Direct *inquiries* to hiring@developmentalassociates.com.

Guilford County is an Equal Opportunity Employer.



*To be successful in this role, the next **Deputy Director of Emergency Services - EMS** will be a visible, approachable, and steady leader who inspires trust, connects with staff at all levels, and builds strong relationships with internal teams and external partners.*



Developmental Associates, LLC manages the recruitment and selection process for this position. To learn more about our selection process, visit <https://developmentalassociates.com/client-openings/>, select "Client Openings," and scroll down to "Important Information for Applicants."