



## JOB DESCRIPTIONS

<u>Job Title</u>	<u>Page</u>
Administrative Assistant . . . . .	2
Administrative Technician . . . . .	6
Business Manager . . . . .	11
Deputy Fire Chief . . . . .	15
Deputy Fire Marshal . . . . .	18
Emergency Services Clinical Education Specialist . . . . .	22
Emergency Services Manager . . . . .	26
Emergency Services Specialist . . . . .	30
Fire Battalion Chief . . . . .	34
Fire Captain . . . . .	38
Fire Chief . . . . .	41
Fire Inspector I/II . . . . .	44
Fire Marshal . . . . .	49
Firefighter . . . . .	53
Fleet & Facilities Manager . . . . .	58
Management Analyst I/II . . . . .	62
Office Assistant I/II . . . . .	66

## **ADMINISTRATIVE ASSISTANT**

### **DEFINITION**

To perform a wide variety of complex and difficult clerical and secretarial duties within Fire Administration; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Positions at this level are distinguished from other classes within the series by the difficulty and complexity of duties assigned. Employees perform some of the more difficult and responsible types of duties assigned to classes within this series including sole clerical support of a division or the supervision of lower level clerical positions in the management of a major department function. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Work requires a thorough knowledge of a body of technical information beyond standard policies and procedures, the use of independent judgment in applying the body of technical information in the performance of an important department function and complete responsibility for the function with review by management only on overall results.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from professional or management personnel, or a higher-level clerical position.

May exercise direct or functional and technical supervision over lower level clerical positions.

**EXAMPLES OF DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

Type and proofread a wide variety of reports, letters, memos and statistical charts, typing from rough draft.

Independently compose correspondence related to responsibilities assigned.

Apply applicable policies and procedures in determining completeness of applications, records and reports; provide information and forms to the public; collect and process appropriate information.

Respond to complaints and requests for information on regulations, procedures, systems and precedents relating to responsibilities assigned; issue, receive, type and process various applications, permits and other forms.

Implement and assist in developing procedures and policies related to functions assigned.

Research, compile, assemble and analyze data for special projects and a variety of statistical, financial and narrative reports.

Research, compile and analyze data for special projects and a variety of statistical, financial and narrative reports; compile budget requests.

May plan and assign the work of several clerical personnel in the performance of one or more important department functions or independently perform all the clerical work of a department function; review work upon completion for conformance to established requirements.

Coordinate and participate in the preparation and processing of Fire Board agendas and coordinate the distribution and on-line posting of agenda packets.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Act as receptionist; answer the telephone and wait on the general public, giving information on department policies and procedures as required.

Maintain a variety of statistical records; input, format, and process statistical data; check and tabulate data; prepare simple statistical reports.

Maintain personnel and payroll records of departmental personnel; process a variety of forms to initiate changes in records.

Maintain inventory records; process purchase requisitions; maintain purchase records; resolve errors in orders received and invoices.

Order office supplies; submit expense claims.

Receive, sort and distribute incoming and outgoing correspondence.

Perform general clerical work including filing, scheduling appointments, and processing personnel, payroll and purchasing information.

## **QUALIFICATIONS**

### **Knowledge of:**

Basic principles of supervision and training.

Business letter writing and basic report preparation.

English usage, spelling, grammar and punctuation.

Modern office methods, procedures, practices and computer equipment.

Principles and procedures of record keeping.

General statistical procedures.

**Ability to:**

Perform responsible and difficult secretarial work involving the use of independent judgment.

Type at a speed necessary for successful job performance.

Transcribe dictation at a speed necessary for successful job performance.

Learn department policies, procedures, organization and operating details.

Understand the organization and operation of City government and of outside agencies as necessary to assume assigned responsibilities.

Learn, understand, interpret and apply a body of technical information beyond normal department policies and procedures.

Plan and assign work and train other clerical employees.

Independently prepare correspondence and memorandums.

Operate a variety of office equipment including a computer terminal.

Communicate clearly and concisely, both orally and in writing.

Understand and carry out oral and written directions.

Establish and maintain cooperative working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of general clerical experience comparable to that of an Administrative Assistant.

**Education:**

Equivalent to the completion of the twelfth grade supplemented by specialized clerical training.

**ADA SPECIAL REQUIREMENTS:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment.

Adopted Fire Board: 10/8/19

Employee Group: General

FLSA: Non-Exempt

Pre-Appt. Medical: No

Safety Sensitive: No

Form 700: No

Job Code: 5340

## **ADMINISTRATIVE TECHNICIAN**

### **DEFINITION**

To perform technical level administrative duties in support of the department or program; to research, collect, and analyze data and prepare draft reports; to track and report operational statistics; and to provide technical assistance to management.

### **DISTINGUISHING CHARACTERISTICS**

Positions at this level are distinguished from other classes within the series by the difficulty and complexity of duties assigned. Employees perform some of the more difficult and responsible types of duties assigned to classes within this series including sole clerical support of a division or the supervision of lower level clerical positions in the management of a major department function. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Work requires a thorough knowledge of a body of technical information beyond standard policies and procedures, the use of independent judgment in applying the body of technical information in the performance of an important department function and complete responsibility for the function with review by management only on overall results.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory personnel.

May exercise direct supervision over administrative support personnel.

**EXAMPLES OF DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

Develop, coordinate, and implement program activities of a technical area of assignment related to department activities and programs.

Respond to requests for documentation related to assigned area of responsibility; explain and interpret assignment area policies and procedures to internal or external customers.

Perform technical and paraprofessional duties related to area of assignment including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepare reports to document results of duties performed.

Assist professional staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection, research and analysis; prepare draft reports and technical documents; provide project oversight for the less complex or political projects.

Assist with the development of Requests for Proposals and contract administration.

Plan, prioritize, assign, supervise and review the work of administrative support staff involved in duties related to area of assignment.

Establish and maintain systems related to assigned technical area of responsibility; monitor area activities and report progress as required.

Ensure areas of responsibilities are in compliance with related laws, codes, ordinances, and legislation; advise staff of any irregularities in compliance.

Review, verify and process documents related to department activities including budgets, contracts, grants, claims, legislation, purchasing, and other specialized documents based on area of assignment.

Establish and maintain a wide variety of filing and reporting systems as necessary; develop record keeping procedures; provide relevant information to relevant parties prepare and type correspondence and compile and type reports.

Compile and develop information for special studies and reports from a variety of resources; collect, compile and report findings and recommendations.

Assist with the testing, implementation and maintenance of new/upgraded software technologies and systems; maintain a variety of databases.

Assist supervisor and managers with a variety of administrative operations; prepare, recommend and implement procedural modifications.

Coordinate and assist in the development and administration of a department budget; prepare budget reports; compile annual budget requests; monitor and classify expenditures; track and reconcile bills; produce budget reports; research and resolve discrepancies.

Independently respond to letters, e-mail and general correspondence based on areas of assignment.

Coordinate, compile and draft Fire Board communications, as requested.

May perform a wide variety of complex, responsible, secretarial and administrative duties for executive staff and other management personnel including providing routine analytical support.

Build and maintain positive working relationships with co-workers, City employees and the public using principles of good customer service.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Principles and practices of administrative and/or technical area to which assigned.

Principles and practices of intermediate analytical research and project coordination.

Modern office equipment, methods, procedures, and computer hardware and software.

Principles of budget monitoring.

Principles and practices of project management.

Techniques and principles of effective interpersonal communication.

Principles and methods of business letter and report writing.

Principles and practices of safety management.

Pertinent local, State and Federal laws, codes, ordinances, department functions, policies, rules and regulations.

General functions and objectives of municipal government.

Research methods and techniques.

Computer software, including word processing, database, spreadsheet and accounting applications.

English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.

Report writing techniques.

### **Ability to:**

Independently perform a variety of technical duties including research, compilation and report development in support of assigned department or program.



On a continuous basis, sit at a desk. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.

Collect, compile, analyze and present a variety of data in a meaningful way.

Develop and implement various data collection and reporting systems.

Interpret, apply and explain laws, rules, code and department policies and procedures.

Review budget submissions and revisions for mathematical and accounting accuracy.

Understand and translate department policies and practices into everyday working practices; make sound decisions with solid problem solving methods.

Supervise, train and evaluate assigned administrative support staff.

Understand and interpret complex policies, procedures and regulations.

Review documents and operational procedures; interpret, identify, explain and problem solve issues and recommend corrective action.

Obtain information through interview; handle multiple project assignments; and deal firmly and courteously with the public.

Analyze situations quickly and objectively to determine proper course of action.

Understand the organization and operations of the department, and of outside agencies as necessary to assume assigned technical responsibilities.

Coordinate the development and monitoring of an assigned program project budget; project, track and reconcile expenses.

Compose professional quality correspondence and letters; write highly technical, detailed and analytical reports.

Maintain a high level of confidentiality of a wide range of sensitive information when involved with human resource, payroll or other confidential issues.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

### **Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Three years of responsible administrative support or technical experience preferably in the subject area to which assigned. One year of lead supervisory experience is highly desirable.

#### **Education:**

Equivalent to Associate's degree from an accredited college with course work in public administration, business administration, accounting, biology or related field based on area of assignment.

### **ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment.

Adopted Fire Board: 10/8/19  
Employee Group: General  
FLSA: Non-Exempt  
Pre-Appt. Medical: No  
Safety Sensitive: No  
Form 700: No  
Job Code: 5025

## **BUSINESS MANAGER**

### **DEFINITION**

To plan, organize, direct and coordinate the activities of the administrative division within the department including finance and budget administration, inter-divisional projects and operations, and grant administration; to coordinate department administrative and project activities with other divisions; and to provide highly complex staff assistance to their department head.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from their department head.

Exercises direct supervision over assigned supervisory, professional and administrative support staff.

**EXAMPLES OF DUTIES** -Depending upon assignment, duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct administrative division activities including finance and budget administration, inter-divisional projects and operations, and grant administration.

Direct, oversee and participate in the development of the administrative division work plan; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods and procedures.

Develop, prepare, administer and update the department budget and various operational department related budgets; provide technical assistance to departmental managers in preparation of their budget requests; compile and finalize budget document information such as budget narratives, key initiatives and key accomplishments.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Identify, recommend and develop department policy changes which are submitted to the Fire Chief for final review; review and analyze operating procedures to determine if opportunities

exist to streamline processes or better serve our customers and make recommendations as necessary.

Develop and maintain a standardized public records filing and retention system for the department; perform periodic review, evaluation, and modification of internal control procedures.

Manage cross divisional programs, projects and initiatives; plan, organize, and administer critical, time sensitive projects and priority initiatives of the department; assist the department head in planning, organizing, directing, and coordinating the various divisions of the department.

Manage multiple funding sources, each with its own set of rules and limitations; provide revenue forecasting; prepare fund balance projections for various funding sources; prepare and submit reimbursement requests.

Oversee organizational activities such as performance measurements, goals, objectives and priorities, accounts payable / receivable and bond accounting requirements; develop and pursue inter-agency service and shared revenue opportunities.

Direct the preparation of special projects, accounting and financial reports; oversee the efforts to develop rates; perform utility rate studies, ensure compliance, prepare revenue and expenditures forecasts.

Develop, implement and oversee financial internal controls within the department, including monitoring and approving expenditures; provide financial and administrative services for maintenance and special assessment districts.

Coordinate, review and make recommendations to division heads regarding department personnel matters, including recruitment, hiring, discipline, investigations, and personnel actions.

Oversee and direct department efforts of public outreach webpage and social media presence that promotes the work of the department and inform the public about programs.

Interpret Federal, State and local regulations; coordinate their application to the department's operations; monitor and analyze legislative and other intergovernmental activities including grant opportunities.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, Department employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Principles and practices of budget, fiscal and grant administration relevant to municipal government.

Principles and practices of leadership, motivation, team building and conflict resolution.

Principles and practices of program management including accepted procedures for monitoring expenditures, project status and contractor performance.

Principles and practices of public outreach and social media.

Pertinent local, state and federal rules, regulations and laws.

Modern office procedures and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

### **Ability to:**

Effectively oversee and coordinate a variety of programs and projects.

Acquire a thorough knowledge of department programs, policies and procedures, and of applicable department policies and procedures.

Acquire a thorough knowledge of applicable Federal, State and local laws and regulations.

Analyze a variety of diverse operations, programs and work methods, and develop feasible means for improvements or alternatives for service delivery.

Prepare clear and concise reports.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination equivalent to experience and education that would provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Six years of progressively responsible experience in the management of administrative and fiscal programs in a local government agency, including at least two years of direct supervisory experience.

**Education:**

Equivalent to possession of a Bachelor's degree from an accredited college or university with major course work in Public Administration, Business Administration or a closely related field. A Master's Degree is desirable.

**ADA SPECIAL REQUIREMENTS:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment; ability to travel to different sites and locations.

Adopted Fire Board: 10/8/19  
Employee Group: Management  
FLSA: Exempt  
Pre-Appt. Medical: No  
Safety Sensitive: No  
Form 700: Yes  
Job Code: 2106

## **DEPUTY FIRE CHIEF**

### **DEFINITION**

To plan, direct, supervise, and coordinate the activities of the Field Operations and Training Division, or the Community Risk Reduction (CRR) Division; to provide highly responsible and technical staff assistance; to demonstrate a strong commitment to high quality customer service, community investment and participative management; and to do related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Fire Chief.

Responsibilities include direct supervision of sworn and non-sworn professional, technical and support personnel.

**EXAMPLES OF DUTIES**- Depending upon assignment, duties may include, but are not limited to, the following:

Assist in the development of goals, objectives, policies and priorities. Recommend contemporary practices.

Plan, direct, supervise and coordinate the activities of sworn and non-sworn personnel in providing an acceptable level of fire protection, emergency medical care, hazardous release containment, rescue and related emergency services.

Formulate, interpret, implement and enforce rules, procedures, practices and policies.

Research and evaluate modern fire protection methods.

Direct the implementation of in-service training programs for assigned personnel.

Review employee performance evaluations and take appropriate action where necessary.

Prepare and administer a Fire Department budget.

Confer with citizens and City officials on fire protection and emergency service issues and assist in the development of innovative fire service practices. The Deputy Fire Chief assists in

coordinating fire protection activities with the activities of other City departments and other emergency services agencies.

Supervise, train, and evaluate staff.

Oversee personnel actions including investigations, discipline, recruitment and labor relations activities.

Serve as Acting Fire Chief.

## **QUALIFICATIONS**

### **Knowledge of:**

Modern principles and practices of fire protection, hazardous materials, inspection and suppression program development and administration.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Operation, maintenance and uses of firefighting apparatus and equipment.

Principles and practices of organization, administration, budget, and personnel management.

Pertinent Federal, State and local laws, codes and regulations including those pertaining to fire prevention, inspection, and suppression.

Modern and advanced technology used in municipal government.

### **Ability to:**

Plan, direct and organize fire suppression, fire training and support activities.

Develop and implement fire loss management policies and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of department goals.

Interpret and apply Federal, State and local policies, procedures, laws and regulations.

Prepare and administer a budget.

Formulate and recommend sound departmental policy.

Communicate clearly and concisely, both orally and in writing.



Prepare and deliver presentations to elected and appointed officials as well as fire department employees and members of the community.

Establish and maintain cooperative-working relationships with those contacted in the course of work.

Understand that every problem can be resolved more than one way and demonstrate a willingness to listen for other solutions.

Evaluate current technology and methodology and make recommendations for change as needed.

Provide direction and leadership to ensure consistent application of policies and coordination of activities within and external to division.

### **EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Two years as a Battalion Chief or higher position or six years as a fire captain.

#### **Education:**

A Bachelor's Degree from an accredited college or university with a major in either management, public administration, psychology or labor relations or a closely related field.

#### **ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment with some ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, twist, climb, and lift 25 pounds; some exposure to cold, extreme noise, outdoors, confining work space, electrical hazards, vibration, chemicals, dust, toxic waste, mechanical hazards, and explosive materials.

Adopted Fire Board: 10/8/19  
Employee Group: Deputy Fire Chiefs  
FLSA: Exempt  
Pre-Appt. Medical: Yes  
Safety Sensitive: Yes  
Form 700: Yes  
Job Code: 2410

## **DEPUTY FIRE MARSHAL**

### **DEFINITION**

To perform supervisory and technical work in implementing a comprehensive Community Risk Reduction (CRR) program; to provide responsible technical staff assistance; and to do related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by the Fire Marshal. Indirect technical and functional supervision may be provided by other Fire Department personnel.

Responsibilities include assuming the duties of Fire Marshal in his/her absence and providing direct and indirect supervision of Fire Inspectors I and II.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Assist in budget preparation and administration.

Supervise, train and evaluate subordinates.

Interpret and enforce provisions of fire prevention and fire safety laws, ordinances and other regulations.

Perform periodic inspections of new and existing buildings, structures and installations requiring fire clearances; identify fire hazards; recommend corrective actions; perform follow-up inspections to see that corrective actions have been taken.

Investigate complaints pertaining to violation of fire prevention laws; issue correction orders as necessary.

Investigate fires; secure fire scenes; identify types of fires; investigate causes of fire; collect, prepare and present evidence; interview witnesses and suspects; write fire investigations; testify in court when required.

Provide information to the public concerning the fire prevention practices and procedures; develop and conduct training programs and group presentations relative to fire prevention and fire investigation.

Instruct fire suppression crews about code interpretation and inspection techniques regarding fire prevention.

Draw and prepare diagrams of buildings for pre-fire planning and fire inspections.

Check building plans for code compliance and consult with architects and developers regarding problems.

Perform tests on water flow, sprinkler and fire alarms and elevator return systems; certify smoke detectors.

Prepare records and reports.

Develop and maintain a variety of records and reports

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Principles, methods, and practices of modern fire prevention and inspection work.

Mechanical, chemical and related characteristics of a wide variety of flammable and explosive materials and objects.

Principles of supervision and training, including principles of organizational management.

### **Ability to:**

Work in a participatory management environment.

Inspect structures and determine the adequacy of fire safety systems.

Investigate fires and determine their origin and cause.

Prepare and maintain a variety of records and reports.

Read and interpret construction plans and specifications.

Represent the Fire Department with contractors, engineers, and developers and in public meetings.

Work cooperatively with others.

Supervise, train and evaluate assigned subordinates.

Perform annual maintenance inspections of commercial occupancies and assist Field companies with more difficult commercial inspections.

### **EXPERIENCE AND TRAINING GUIDELINES:**

Any combination of education, training and work experience that would likely provide the required Knowledge skills and abilities is qualifying. A typical way to obtain the knowledge skills and abilities would be:

#### **Experience:**

Three (3) years of firefighting experience comparable to that of a Firefighter/Engineer or Fire Inspector involving the inspection of structures for conformance to fire safety standards and systems including some supervisory experience.

#### **Training:**

Equivalent to completion of 30 semester units in Fire Science or related field. Additional years of experience may be substituted on a year to year basis for education.

Completion of three California State Fire Officer or Prevention Officer Certification Courses

An Associate of Arts Degree in Fire Science or related field is desirable

#### **License or Certificate:**

Possession of a valid California Driver's license.

#### **ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to sit, stand, walk, kneel, stoop, reach, crawl, climb, travel to different locations, and lift 50 pounds; exposure to noise, outdoors, confining work space, electrical hazards, chemicals, dust, and hazardous materials.

Adopted Fire Board: 10/8/19  
Bargaining Unit: IAFF, Local 2400  
FLSA: Non-Exempt  
Pre-Appt. Medical: Yes  
Safety Sensitive: Yes  
Form 700: Yes  
Job Code: 3160

**EMERGENCY MEDICAL SERVICES  
CLINICAL EDUCATION SPECIALIST  
(NON-SAFETY)**

**DEFINITION**

Under general direction, this classification plans, directs, supervises, coordinates, schedules and administers the Emergency Medical Training Programs for all Fire Department personnel; monitors and evaluates activities of field personnel in areas of EMS including Paramedic and EMT operations, training, public education and required continuing education, as outlined by Federal, State and Local departments and agencies; provides highly responsible and technical staff assistance to the Fire Battalion Chief/Training Officer.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Fire Battalion Chief/Training Officer.

**EXAMPLES OF ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Assists in the development and implementation of department goals and objectives.

Provides and coordinates continuing education for Paramedics, Emergency Medical Technicians and first responders consistent with Federal, State and County policies and protocols of pre-hospital emergency medical services controlling the provision of pre-hospital emergency medical services.

Attends pre-hospital care meetings of various types and other committees or meetings the EMS JPA Supervisor or chief officer deems necessary.

Maintains a variety of departmental records including EMS reports, Patient Care Records and training records.

Assists in the San Mateo County paramedic accreditation, orientation and Field Training Officer process.

Recommends corrective action to the EMS JPA Supervisor, regarding clinical issues and performs skill evaluations and data collection.

Develops an annual EMS Training Plan in accordance with Federal, State and County policies and protocols.

Develops and updates all EMS training materials.

Develops and performs a Quality Assurance and Quality Improvement (QA/QI) program, in accordance with Federal, State and County policies and protocols.

Maintain related EMS Training equipment and supplies.

Performs Quality Assurance and Quality Improvement (QA/QI) audits of controlled substances administration pre-hospital documentation.

Act as the Department's Infection Control Officer (DICO) in the absence of the EMS JPA Supervisor or at their discretion.

Attends staff meetings as required.

Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Fire Department's role and responsibilities as they relate to pre-hospital basic life support, advanced life support and definitive emergency medical care.

Fire based emergency medical programs, training methodology and techniques.

Emergency Medical Delivery, both fire and transport based.

Principles and practices of effective EMS, or related field training.

Federal, state and local controlled substance regulations.

Title 22, Division 9 and Section 2.5 of the California Code of Regulations and other applicable regulations.

### **Ability to:**

Plan, organize and conduct emergency medical service or related training.

Provide components of continuing education curriculum for paramedics and EMT's .

Develop and maintain a positive cooperative working relationship with a variety of local, state government and private sector agencies and individuals.

Communicate to effectively interact with the public, department employees and other EMS providers.

Communicate clearly and concisely, both orally and in writing.

Use various computer programs to prepare reports, training and maintain accurate records.

Interpret and apply San Mateo County protocols, policies and procedures.

## **EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

### **Experience:**

Five years of experience as a Paramedic (EMT-P) with increasing responsibility or;

Three years as a Registered Nurse (RN).

Three years experience working directly in the field of emergency medicine.

### **Education**

Associates degree or equivalent amount of college level credits/units.

Bachelor's degree in health science, nursing, business administration, public administration, fire science or a closely related field is highly desirable.

### **License and Certificate**

Possession of a valid California Driver's License.

Incumbent will be required to acquire and maintain the following certifications/licenses within one year of employment:

- Advanced Cardiac Life Support (ACLS) Provider and Instructor
- Pediatric Advanced Life Support (PALS) or Pediatric Education for Pre-Hospital Professionals (PEPP) Provider and Instructor
- Pre-Hospital Trauma Life Support (PHTLS) or Basic Trauma Life Support (BTLS) Provider or County approved equivalent trauma training program.
- AHA Basic Life Support (BLS) Instructor
- 
- EMT-P Preceptor or FTO
- San Mateo County Paramedic Orientation Trainer
- CSFM Fire Instructor I
- Department Infection Control Officer (DICO)

Possession of State of California Paramedic License, and the ability to complete the accreditation process in San Mateo County as a paramedic within six months of employment or possession of California Registered Nursing License. Licenses and San Mateo County accreditation must be maintained, in good standing, as a condition of employment



**ADA Special Requirements:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment with some ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, twist, climb, and lift 25 pounds; some exposure to cold, extreme noise, outdoors, confining work space, electrical hazards, vibration, chemicals, dust, toxic waste, mechanical hazards, and explosive materials.

Adopted Fire Board: 10/8/19

Employee Group: Management

FLSA: Exempt

Pre Appt Medical: Yes

Safety Sensitive: Yes

Form 700: No

Job Code: 2141

## **EMERGENCY SERVICES MANAGER**

### **DEFINITION**

Under general direction, plans, organizes, and directs the work of implementing and maintaining a comprehensive risk based emergency management program for the communities served by the San Mateo Consolidated Fire Department; provides expert professional assistance to municipal staff in areas of responsibility and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a non-safety management level classification reporting to the Deputy Fire Chief and has responsibility for the direction and administration of the emergency management program, including a special emphasis on disaster preparedness and community risk reduction. The incumbent is responsible for all four phases (mitigation, preparedness, response, and recovery) of emergency management, including formulating policy, developing goals and objectives, supervising staff, administering the division's budget and directing the day-to-day operations. Assignments allow for a high degree of administrative direction in their execution with the goal of a proactive emergency management program, which will reduce the risk of injury and loss of life and will support sustainable recovery from a natural or man-made disaster. The incumbent confers with representatives of all municipal departments and of varied external resources and services to accomplish program goals and objectives.

### **SUPERVISION RECEIVED AND EXERCISED**

Direction is provided by the Deputy Fire Chief. Exercises direct supervision of Emergency Services Specialist, support staff, and volunteers on a project or ongoing basis.

**EXAMPLES OF DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

1. Perform a variety of complex administrative and technical duties related to the management of staff engaged in the development and implementation of projects and/or programs; track performance measures and prepare periodic status reports.
2. Continually monitor and evaluate the emergency management program and develop strategies to meet identified program needs, emergency activities, and SMCDFD goals.
3. Draft emergency management policies and procedures, oversee the development of checklists, forms, logs and resource lists for the Emergency Operations Center (EOC); develop and update plans and standard operating procedures for the EOC.
4. Maintain EOC operational readiness; oversee the schedule of regular testing procedures to ensure operational efficiency; activate sections of the emergency operations plan at the direction of the Fire Chief.
5. Respond to the EOC to provide liaison and coordinative support to the Director of

- Emergency Services or his/her designees in emergency or disaster situations.
6. Represent the agency as emergency management subject matter expert and liaison with various organizations and committees, including inter-jurisdictional groups; coordinate the activities of the programs with other divisions, departments and agencies concerned with emergency management; attend and participate in group meetings and activities as appropriate.
  7. Provide for the training of various municipal personnel to establish and fulfill roles and responsibilities for emergency preparedness.
  8. Plan and direct the development of a Training and Exercise Plan that addresses and ensures execution of various disaster training exercises designed to test elements of the municipalities' emergency capabilities according to Homeland Security Exercise and Evaluation Program guidance.
  9. Facilitate planning meetings and processes involving municipal staff and whole community members to develop relevant emergency response, mitigation, continuity, recovery, and training plans.
  10. Oversee the preparation of and/or prepare municipal Emergency Operations Plans and recommend and implement modifications to such Plans.
  11. Develop effective liaison with representatives of municipal departments, public and private support and relief agencies, business, educational, homeowners' and other groups regarding municipal emergency services; prepare specialized plans designed to integrate the needs of various sectors of the community.
  12. Confer with and facilitate development of agreements with public, non-profit and private sector-resource agencies for support to the municipalities before, during and after a proclaimed emergency.
  13. Confer with State and Federal emergency management representatives in supporting emergency management activities; review legislation, regulations and other documentation to assure conformity of emergency management programs with Federal and State requirements.
  14. Research and develop proposals for grant funding to support emergency management goals; implement grants, monitor results, and prepare reports as needed.
  15. Develop regional integration of EOC operations with neighboring governmental agencies.
  16. Represent the department and make public presentations before civic and community groups; promote and respond to inquiries from the media and the public; participate in public relations activities in support of program.
  17. Prepare budgets, cost estimates and revenue projections for designated accounts, administer budget expenditures and supervise, monitor and control the expenditures of funds.
  18. Develop emergency management program strategic plans, goals, objectives, and annual work plans to meet goals for community safety, resilience and risk reduction.
  19. Plan, organize, prioritize, direct, and evaluate the work assignments of staff; establish performance objectives, work plans, and standards; encourage academic and/or professional development; ensure delivery of proper training to ensure successful staff performance.
  20. Work to foster an integration of disaster resilience community goals with those of sustainable development, such as through Hazard Mitigation Planning efforts.
  21. Assist municipalities by coordinating fund recovery efforts during declared disasters;

coordinates with state and federal representatives in preparing and submitting required public assistance documents.

22. Respond to localized emergencies, such as multifamily residential fires, to provide on-scene support and coordination with local relief agencies, such as the American Red Cross, or to assist in evacuation centers and/or emergency shelters.
23. May serve as public information officer for the fire department.
24. Participate in specialized training, conferences and seminars as available and appropriate to maintain technical knowledge.
25. Build and maintain positive working relationships with co-workers and the public using principles of good customer service.
26. Perform other related duties and responsibilities as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Emergency management at the local government level, the incident command system (ICS), the California standardized emergency management system (SEMS), and the National Incident Management System (NIMS), guidance for the development of emergency plans; federal laws applicable to the mitigation, preparedness, response and recovery from a major emergency or disaster; project management, public administration, organizational management, and supervisory theories, principles, and practices; technical and theoretical methods of emergency management program facilitation; terminology, laws, rules and regulations as applied to emergency management; relationships among governmental agencies, industries, businesses, health science and schools; emergency management operational methods, principles, issues and service standards; record keeping practices and procedures; English usage, spelling, grammar and punctuation; modern office practices, procedures and computer equipment; principles and procedures of record keeping and reporting; research, statistical techniques and methodology; problem resolution methods; customer service techniques and team building concepts and theories, principles and methods of communication and conflict resolution.

### **Ability to:**

Determine priorities and make critical decisions; manage staff and volunteers; develop, write, apply and implement inter-agency emergency management program policies and procedures; resolve conflict, build teams, and promote the program mission; communicate in writing and verbally with diverse audiences; establish and maintain effective interpersonal relationships with municipal officials at all organizational levels and with the public; maintain confidentiality and handle sensitive materials; manage projects to completion in accordance with established deadlines, anticipate administrative and operational challenges; work effectively in an extreme environment and withstand outside pressures, formulate goals, analyze problems and effect solutions.

## **EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

### **Experience:**

Five years of progressive emergency management/disaster experience, or relevant professional experience in risk management, public administration, or program management may be exchanged for the emergency management/disaster experience requirement.

### **Education:**

Equivalent to graduation from a four-year college or university with major coursework in emergency management, public administration, public policy, planning or a field related to the work. Additional experience as outlined above may be substituted for the education on a year-for-year basis to a maximum of two years.

### **License or Certificate**

- Possession of a valid California driver's license and a satisfactory driving record is required.
- Valid certificates for ICS 100, 200, NIMS 700 or ability to obtain within first year of employment.
- CPR certification must be obtained within one year of employment.
- Professional certifications such as Certified Emergency Manager (CEM), FEMA National Emergency Management Advanced Academy, and/or California Governor's Office of Emergency Services Career Credentials are highly desirable.

### **ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment with some exposure to hazardous situations; ability to travel to different locations; availability to work off-hours and for emergency call-out; ability to safely lift 50 pounds.

Adopted Fire Board: 7/10/2019  
Employee Group: Management  
FLSA: Exempt  
Pre Appt Medical: Yes  
Safety Sensitive: Yes  
Form 700: Yes  
Job Code: 2482

## **EMERGENCY SERVICES SPECIALIST**

### **DEFINITION**

Under general direction, supports delivery of a comprehensive risk-based emergency management and community preparedness program for the communities served by the San Mateo Consolidated Fire Department; organizes and provides training to municipal staff and community members in order to maintain a high level of readiness and community resilience; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a non-safety classification reporting to the Emergency Services Manager. Employees within this class are distinguished by the performance of the full range of emergency services duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class often require prior emergency management experience.

### **SUPERVISION RECEIVED AND EXERCISED**

General direction and supervision is provided by the Emergency Services Manager.

May exercise functional or technical supervision over less experienced staff and/or volunteers on a project or ongoing basis.

**EXAMPLES OF DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

1. Support the preparation, implementation, and monitoring of a comprehensive risk-based emergency management and community preparedness program.
2. Support the preparation and maintenance of the municipal emergency operations plans, annexes, appendixes, checklists and other supporting documentation, procedures and guides, local hazard mitigation plans, continuity, and recovery plans.
3. Respond to the Emergency Operations Center when it is activated; ensure that appropriate documents are available at the center, provide support to coordination efforts, and serve as liaison as required.
4. Design and administer communication plans to disseminate information and materials enabling effective municipal and community response to a disaster situation to include personal preparedness training.
5. Continually monitor and assess municipalities' training programs; research methods to increase community outreach; analyze community needs and program effectiveness;

develop corrective actions related to identified needs, emergency activities and SMCFD goals; maintain records of findings and corrective actions identified through After-Action Reports/Improvement Plans, and coordinate development of multiyear Training and Exercise Plans.

6. Coordinate and conduct interagency training sessions on NIMS, ICS, and other emergency management topics for municipal personnel to establish and operate an Emergency Operations Center (EOC); maintain records of NIMS/ICS training in compliance with state and federal guidelines.
7. Produce training materials, including written documents, electronic media, and videos; maintain materials, such as props, slides, videos, films, and other educational documents; set up and operate appropriate and different audiovisual equipment.
8. Provide oversight and program delivery of the Community Emergency Response Team (CERT) Program, including the coordination and tracking of volunteers, teaching of CERT curricula and continuing education modules, maintenance of supplies and logistics, and participation in regional training and exercise opportunities.
9. Develop training curricula/plans, coordinate logistics, promote and deliver public education programs to civic organizations, religious institutions, businesses and residents from kindergarten age to senior citizens on disaster preparation, fire and earthquake preparedness, fire prevention and life safety public education programs, wildland fire mitigation programs, CPR and first aid programs.
10. Design, develop and deliver a variety of disaster exercises designed to test elements of the municipalities' emergency capabilities according to Homeland Security Exercise and Evaluation Program guidance.
11. Support facilitation of stakeholders in exercise planning meetings, prepare exercise documentation to include exercise plans and manuals.
12. Perform a variety of administrative and technical duties related to the development and implementation of special projects and/or programs; track performance measures quarterly; develop and prepare periodic information sheets, statistical, departmental and special reports related to projects or programs and work performed; maintain records and files; develop directories; create meetings agendas and meeting minutes.
13. Develop working relationships with and make presentations to representatives of municipal departments, as well as other public and private support relief agencies, businesses, schools, homeowners and other community groups regarding emergency services.
14. Assist in the development of goals and objectives for the emergency management program.
15. Participate in budget preparation and administration; prepare cost estimates and revenue projections for budget recommendations for designated accounts; submit justifications of program and related activities; monitor and control expenditures.
16. Participate in specialized training, conferences and seminars as available and appropriate to maintain technical knowledge.
17. Build and maintain positive working relationships with co-workers and the public using principles of good customer service.
18. Perform other related duties and responsibilities as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Principles and practices of administrative, organizational and procedural analysis and report preparation; principles of organization and time management; English usage, spelling, grammar and punctuation; modern office practices, procedures and computer equipment; principles and procedures of record keeping and reporting; research, statistical techniques and methodology; problem resolution method; education methodology as it pertains to fire safety training, pertinent local, State and Federal laws, municipal functions, policies, rules and regulations; principles and practices of community emergency and disaster support and assistance resources; the incident command system (ICS), the California standardized emergency management system (SEMS), and the National Incident Management System (NIMS); Geographic Information Systems (GIS), as applied to emergency preparedness and risk mitigation; principles and practices of training and evaluation.

### **Ability to:**

Communicate in writing and verbally with diverse audiences; research information and collect and analyze data; plan, coordinate and prioritize workload; establish and maintain cooperative relationships with volunteers, supervisors, and the public; represent SMCFD effectively and professionally in contact with representatives of other agencies and the public; take a proactive approach to customer service issues; maintain composure under difficult circumstances; perform assignments and maintain equipment in a safe manner; coordinate multiple activities, meet deadlines, and work independently; exercise sound independent judgment within general policy guidelines; interpret and explain emergency services, policies and procedures; to interpret and apply Federal, State and local laws, rules and regulations.

## **EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

### **Experience:**

One year's experience in a professional setting, emergency planning and disaster preparedness risk management, community preparedness and education, fire prevention training, volunteer management, communications or public administration fields highly desirable.

### **Education:**

An Associate's degree from an accredited college or university with major course work in emergency management, public administration, public policy, planning, communications, or a closely related field. Additional experience as outlined above may be substituted for the education on a year-for-year basis to a maximum of two years.



A Bachelor's Degree is highly desirable.

**License or Certificate:**

- Possession of a valid California driver's license and a satisfactory driving record is required.
- Valid certificates for ICS 100, 200, NIMS 700 or ability to obtain within first year of employment.
- CPR certification must be obtained within one year of employment.
- Professional certifications such as California Governor's Office of Emergency Services Career Credentials, International Association of Emergency Managers AEM or CEM designations are highly desirable.
- CERT T3 or T4 is highly desirable.
- Instructor 1A/B Certification highly desirable.
- American Heart Association CPR Instructor highly desirable.

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment with some exposure to hazardous situations; availability to travel to different locations; availability to work off-hours and for emergency call-out; ability to safely lift 50 pounds.

Adopted Fire Board: 7/10/19  
Employee Group: General  
FLSA: Non-exempt  
Pre Appt Medical: Yes  
Safety Sensitive: No  
Form 700: No  
Job Code: 5345

## **FIRE BATTALION CHIEF**

### **DEFINITION**

To perform responsible supervisory, technical and administrative work in commanding platoon personnel in fire suppression and rescue operations; to manage and direct training division activities; to perform duties related to the fire loss management division of inspection, investigation and other prevention related activities; and to do related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Reports to Deputy Fire Chief.

Exercises direct supervision over Fire Captains and other lower level staff.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

1. Assist in the development and implementation of goals, objectives, policies and priorities for various divisions of the Fire Department.
2. Direct and supervise forces in the suppression of fires and in the control of incidents involving hazardous chemicals and other materials as required.
3. Ascertain the need for and type of additional equipment necessary to handle emergencies; make technical decisions as to the best methods of extinguishing fires after observing the fire and receiving reports from company officers.
4. Conduct inspections of personnel; determine the general condition of equipment, apparatus and fire stations.
5. Plan, direct, implement and coordinate the department's public fire safety training program, fire inspection program, and fire recruit academy program.
6. Assist in the preparation of the department budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies.

7. Prepare and maintain a variety of records and reports including personnel and training records and perform other administrative duties as assigned by Fire Chief.
8. Assist in coordinating Fire Department activities with other City departments and divisions, and with outside agencies; represent each City in the community and at professional meetings as required; serve on committees to update and revise each City's multi-hazard disaster plans and emergency operations.
9. Supervise, train, and evaluate assigned staff.
10. Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
11. Develop, maintain and implement comprehensive fire and emergency training programs for entry level fire personnel; plan, coordinate and implement in-service training courses, seminars and procedures.
12. Act as Deputy Fire Chief when necessary.
13. Drive emergency response vehicles—code 3 (red lights/siren).

### **OTHER JOB RELATED DUTIES**

1. Assist in the investigation of fires to determine cause and origin.
2. Assist in coordinating the development of specifications and acquisition of specialized firefighting support equipment.
3. Supervise the annual testing of fire apparatus.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Modern and complex principles and practices of fire prevention, hazardous materials, inspection, and suppression program development and administration.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Operation, maintenance and uses of firefighting apparatus and equipment.

Modern and advanced technology used in municipal government.

Pertinent Federal, State and local laws, codes and regulations including those in fire prevention, inspection and suppression.

Mechanical, chemical and related characteristics of a wide variety of flammable and explosive materials and objects.

Budgeting procedures and techniques.

Fire prevention principles, practices and procedures.

Principles of supervision, training and performance evaluation.

**Ability to:**

Work in a participatory management environment.

Develop and implement fire loss management policies and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply Federal, State and local policies, procedures, laws and regulations.

Assist in budget preparation and administration, including providing program recommendations.

Formulate and recommend sound departmental policy.

Prepare and deliver presentations.

Understand that every problem can be resolved more than one way and demonstrate a willingness to listen for other solutions.

Evaluate current technology and methodology and make recommendations for change as needed.

Plan, direct and organize fire suppression, prevention, training and support activities.

Conduct fact-finding investigations and enforce regulations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative-working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES:**

Any combination of experience and training that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Requirements:

- a. Four years as a Company Officer in an organized paid fire department;
- b. Associates Degree or equivalency required;
- c. Bachelor's Degree – highly desired;
- d. State Fire Marshal's Office Fire Company Officer Certification;
- e. Minimum of two (2) State Chief Officer Level II classes – State Fire Marshal's Office Chief Certification required upon completion of probation;
- f. Valid California Driver's License appropriate to drive emergency vehicles and a satisfactory driving record.

Work Schedule:

A Battalion Chief may be assigned to either a shift-scheduled 56 hour work week or a traditional or flexible 40 hour workweek depending upon department needs.

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, crawl, twist, climb, and lift 150 pounds; exposure to cold, heat, extreme noise, outdoors, confining work space, electrical hazards, vibration, chemicals, dust, toxic waste, mechanical hazards, and explosive materials.

Adopted Fire Board: 05/08/19  
Bargaining Unit: Battalion Chiefs  
FLSA: EXEMPT  
Pre-Appt. Medical: YES  
Safety Sensitive: YES  
Form 700: Yes  
Job Code: 2085/2086

## **FIRE CAPTAIN**

### **DEFINITION**

To perform supervisory and technical work in emergency medical response, fire suppression, emergency rescue, fire inspection, fire investigation and fire personnel training activities; and to do related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by a Battalion Chief. Technical or functional direction may be provided by other Fire Department personnel.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

1. Plan and execute work assignments of fire personnel in an assigned company.
2. Responds to fire alarms as a company officer, and as such is responsible for the supervision, performance and safety of assigned firefighting personnel on the scene of an emergency incident.
3. Direct firefighting and rescue operations until relieved by a superior officer.
4. Operate radio-telephone equipment.
5. Supervise and participate in salvage and overhaul operations.
6. Supervise and assist in providing emergency medical response.
7. Direct the cleaning of quarters, equipment and apparatus at a fire station.
8. Inspect personnel and maintain discipline.
9. Obtain and otherwise preserve evidence at a fire scene.
10. Instruct and drill fire department personnel in firefighting methods, techniques and related subjects.

11. Identify the fire training needs of company personnel, including such areas as the driving and operation of equipment and see that necessary training is provided.
12. Conduct company inspections.
13. Prepare reports, maintain records and perform other duties as directed.
14. Supervise, train and evaluate subordinates.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Principles, practices and procedures of modern firefighting and protection of lives and property.

Rules, regulations and operational procedures of SMC Fire.

Advanced first aid, CPR and EMT.

Principles of supervision, training and performance evaluation.

Local geography, including the location of water mains and hydrants and the major fire hazards within the service area.

### **Ability to:**

Work in a participatory management environment.

Communicate clearly and concisely, orally and in writing.

Conduct preliminary fact-finding inspections and investigations, including evidence gathering and presentation.

Operate apparatus and equipment used in modern firefighting activities.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Understanding and familiarity with Firefighter Bill of Rights (FBOR)

Supervise, train and evaluate assigned staff.

**EXPERIENCE AND TRAINING GUIDELINES:**

The minimum qualifications are as follows:

**Experience & Training:**

- a. Minimum of 6 years of tenure (a combination of service with San Mateo, Foster City, Belmont and or the JPA) in the Firefighter classification;
- b. Meet the qualifications to work as an Acting Captain

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to sit, stand, walk, run, kneel, crouch, squat, stoop, reach, crawl, twist, climb, drive, and lift 150 pounds; exposure to cold, heat extreme noise, outdoors, confining work space, electrical hazards, vibration, chemicals and dust, toxic waste, mechanical hazards, explosive materials; availability for shift work, on call and stand-by call.

Adopted Fire Board: 10/8/19  
Bargaining Unit: IAFF, Local 2400  
FLSA: Non-Exempt  
Pre-Appt. Medical: Yes  
Safety Sensitive: Yes  
Form 700: No  
Job Code: 3120/3121



## **FIRE CHIEF**

### **DEFINITION**

To plan, organize, & direct the activities of fire suppression, community risk reduction, and administrative services; to provide highly responsible and technical staff assistance to the Fire Board of Directors and staff of member agencies; and to perform related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Administrative direction is provided by the Fire Board of Directors.

Responsibilities include direct supervision of the Deputy Fire Chiefs and administrative personnel.

Indirect supervision of other non-sworn and sworn personnel is provided when necessary.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Oversee the planning, development, and implementation of organizational policies, goals, objectives, and priorities.

Plan, direct, coordinate, organize, and supervise the departmental operations of fire suppression, community risk reduction, and administration.

Prepare a variety of technical and departmental activities reports and records.

Prepare and administer the departmental annual budget.

Represent the department in relationships with the JPA member agencies, including the public, community groups, and professional organizations.

Supervise affirmative action, safety and emergency preparedness activities.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Principles, practices, methods, and techniques of modern fire prevention and suppression activities.

Operation, maintenance, and uses of firefighting apparatus and equipment.

Principles and practices of modern municipal fire department administration and personnel training.

Principles and practices of organization, administration, budgeting and personnel management and labor relations.

Applicable laws, rules, regulations, ordinances, and codes pertaining to fire prevention, inspection, and suppression.

### **Ability to:**

Plan, direct, and organize fire prevention, suppression and support activities.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, orally and in writing.

Supervise, train, and evaluate subordinates.

Formulate and administer sound departmental policy.

## **Experience and Training Guidelines**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

### **Experience**

Four years of increasingly responsible supervisory and administrative experience at the level of a Fire Battalion Chief or above.

## Education

Equivalent to a Bachelor's degree from an accredited college or university with major course work in fire science, public administration, or a closely related field.

### **ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment with some ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, twist, climb, and lift 25 pounds; some exposure to cold, extreme noise, outdoors, confining work space, electrical hazards, vibration, chemicals, dust, toxic waste, mechanical hazards, and explosive materials.

Adopted Fire Board: 10/8/19

Bargaining Unit: Fire Chief

FLSA: Exempt

Pre-Appt. Medical: Yes

Safety Sensitive: Yes

Form 700: Yes

Job Code: 1150

## **FIRE PREVENTION INSPECTOR I/II**

### **DEFINITION**

To perform technical inspection and investigative work in enforcing compliance with laws, ordinances and regulations pertaining to the prevention and control of fires; and do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

**Fire Prevention Inspector I**--This is the entry level class in the Fire Prevention Inspection series. This class is distinguished from the Fire Prevention Inspector II by the performance of the more routine tasks and duties assigned to positions within the series including weed abatement and smoke detector inspections, which do not require prior specialized experience. Generally, work is observed and reviewed both during performance and upon completion, and changes in procedures and exceptions to rules are explained in detail as they arise. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

**Fire Prevention Inspector II**--This is the journey level class within the Fire Prevention Inspector series. Employees within this class are distinguished from the Fire Prevention Inspector I by the performance of the full range of fire prevention inspection duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the lower class of Fire Prevention Inspector I, or when filled from the outside, require substantial prior fire prevention inspection experience.

### **SUPERVISION RECEIVED AND EXERCISED**

#### **Fire Prevention Inspector I**

Receives general supervision from the Deputy Fire Marshal.

#### **Fire Prevention Inspector II**

Receives general supervision from the Deputy Fire Marshal.

May exercise functional or technical supervision over less experienced staff.

**EXAMPLES OF DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

Interpret and enforce provisions of fire prevention and fire safety laws, ordinances and other regulations.

Perform periodic inspections of new and existing buildings, structures and installations requiring fire clearances; identify fire hazards; recommend corrective actions; perform follow-up inspections to see that corrective actions have been taken.

Investigate complaints pertaining to violation of fire prevention laws; issue correction orders as necessary.

Investigate fires; secure fire scenes; identify types of fires; investigate causes of fire; collect, prepare and present evidence; interview witnesses and suspects; write fire investigations; testify in court when required.

Provide information to the public concerning the fire prevention practices and procedures; develop and conduct training programs and group presentations relative to fire prevention and fire investigation.

Instruct fire suppression crews about code interpretation and inspection techniques regarding fire prevention.

Draw and prepare diagrams of buildings for pre-fire planning and fire inspections.

Check building plans for code compliance, consult with architects and developers regarding problems and solutions.

Perform tests on water flow, sprinkler and fire alarms and elevator return systems; certify smoke detectors.

Prepare records and reports.

Provide information to the public in forums and meetings.

**OTHER JOB-RELATED DUTIES**

Perform related duties and responsibilities as required.

## **QUALIFICATIONS**

### **Fire Prevention Inspector I**

#### **Knowledge of:**

Principles, practices, and techniques of fire prevention.

Principles and techniques of building inspection work.

#### **Ability to:**

Work with minimal supervision within a team environment

Work in a participatory management environment.

Apply technical knowledge and follow proper inspection techniques.

Detect deviations from plans, regulations and standard safety practices.

Read and interpret building plans.

Learn to perform journey-level fire prevention inspection skills for a variety of buildings, structures, and installations.

Learn to enforce a variety of codes, ordinances and regulations pertaining to fire prevention with firmness and tact.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work such as builders, contractors, the general public and building inspectors.

Operate a variety of office equipment including computer terminals and necessary computer programs.

Perform annual maintenance inspections of commercial occupancies and assist Field companies with more difficult commercial inspections.

#### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of responsible experience in a variety of building construction or related inspection work that includes working with fire prevention regulations.

**Training:**

Equivalent to completion of the twelfth grade, supplemented by college level fire science or prevention classes.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Possession of a Fire Science Certificate is desirable.

**Fire Prevention Inspector II**

In addition to the qualifications for Fire Prevention Inspector I:

**Knowledge of:**

Fire Department policies and procedures.

Federal, state and local fire prevention codes and ordinances.

Practices, procedures, and equipment used in fire investigations, including the ability to recognize and collect evidence.

Procedures and techniques for operating and testing equipment such as fire extinguishers, sprinkler systems, and alarm systems.

Arrest, search and seizure procedures.

**Ability to:**

Interpret and enforce federal, state and local fire prevention codes and ordinances.

Identify fire hazards and recommend corrective actions.

Identify types and determine causes of fires.

Recognize, identify and preserve evidence.

Effectively interview witnesses and suspects.

Maintain records and prepare reports.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible fire prevention inspection experience comparable to that of a Fire Prevention Inspector I.

**Training:**

Equivalent to completion of the twelfth grade, supplemented by college level fire science or prevention classes.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Possession of one or more of the following is highly desirable:

Fire Science Certificate

Certification - Section 832 Penal Code - State of California

Uniform Fire Code Certification (WFCA-ICBO)

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to sit, stand, walk, kneel, stoop, reach, crawl, climb, travel to different locations, and lift 50 pounds; exposure to noise, outdoors, confining work space, electrical hazards, chemicals, dust, and hazardous materials.

Adopted Fire Board: 10/8/19  
Bargaining Unit: IAFF, Local 2400  
FLSA: Non-Exempt  
Pre-Appt. Medical: Yes  
Safety Sensitive: Yes  
Form 700: Yes  
Job Code: 3175, 3178



## **FIRE MARSHAL**

### **DEFINITION**

To perform responsible management, technical and administrative work in developing and implementing a comprehensive code enforcement, fire prevention and loss management program; to provide highly responsible and technical staff assistance; to assume the responsibilities of the Deputy Fire Chief in his/her absence as assigned; and do related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

General direction is provided by the Deputy Fire Chief.

Exercises direct supervision over the Deputy Fire Marshal and other sworn and non-sworn personnel.

**EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

Assist in the development and implementation of policies, goals, objectives and priorities.

Develop, supervise and implement a comprehensive fire prevention inspection and community risk reduction program.

Direct and supervise the activities and work assignments of both sworn and non-sworn personnel assigned to the Community Risk Reduction Division; assist and advise subordinates.

Evaluate and enforce existing fire safety codes and conditions; remain current on and advise Fire Chief regarding changes in federal, state and local codes applicable to fire safety; recommend policies, procedures, and fire code revisions as necessary in an expeditious and timely fashion.

Coordinate activities necessary in the code adoption cycle.

Develop and implement procedural methods and practices for reviewing plans, conducting inspections and investigating fire loss incidents and related activities as required; provide continued technical support and training as required.

Coordinate the activities of the Community Risk Reduction Division with other programs of the Fire Department and with other departments and divisions in the jurisdiction, particularly the planning and building safety functions.

Represent the Fire Department before the City Councils, City Commissions, Boards, Committees, and civic organizations on community risk reduction matters as necessary.

Meet and assist architects, engineers, contractors and others involved in development and construction activities.

Supervise and participate in the conduct of fire loss investigations; determine the origin, cause and loss value of fire incidents; collect evidence and participate in prosecution activities as required.

Direct, oversee and participate in the development of the Division work plan, assign work activities, projects, and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods, and procedures.

Develop and present fire safety information and education programs to the department, the public, and community groups.

Prepare and administer the Division budget; forecast the funds needed for staffing, equipment, materials, facilities and supplies to operate the division.

Select, supervise and evaluate division personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

May be required to be available on an on-call basis.

Testify as an expert witness in court cases involving fire code citations, arson, and accidental fires.

Assist in comprehensive, technical plan checks of proposed projects to determine fire safety conditions and needs; conduct field inspections of construction projects as necessary; and ensure that client needs and City policies and procedures are met.

Develop and maintain a variety of records and reports.

## **QUALIFICATIONS**

### **Knowledge of:**

Principles and practices of organization, administration, budgeting, personnel management, training and supervision.

Principles, methods and practices of modern community risk reduction; including public education, inspections, and code enforcement.

Applicable local, state, and federal laws, codes and regulations.

Mechanical, chemical and related characteristics for a wide variety of flammable and explosive materials, objects, and hazardous materials.

**Ability to:**

Work in a participatory management environment.

Plan, organize and participate in a comprehensive fire prevention and community risk reduction program.

Investigate fires and determine their origin and cause.

Prepare and maintain a variety of records and reports.

Read and interpret construction plans and specifications.

Develop and implement community risk reduction policies and procedures.

Represent the Fire Department with contractors, engineers, and developers and in public meetings.

Prepare and administer Division budget.

Supervise, train, and evaluate assigned subordinates.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain positive working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of work experience involving the inspection of structures for conformance to fire safety standards and systems including TWO years supervisory experience.

Experience in fire suppression or supervision of fire suppression personnel.

**Education:**

Equivalent to a Bachelor's degree from an accredited college or university with a major course of study in fire science, public or business administration, fire protection engineering, or civil or structural engineering, or a closely related field. Can substitute education for years of experience in a dedicated fire prevention bureau on a two for one basis.

**License or Certificate:**

Possession of a valid California Driver's License. Possession of Fire Marshal certification is highly desirable.

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to sit, stand, walk, kneel, stoop, reach, crawl, climb, travel to different locations, and lift 50 pounds; exposure to noise, outdoors, confining work space, electrical hazards, chemicals, dust, and hazardous materials.

Adopted Fire Board: 10/8/19  
Employee Group: Battalion Chiefs  
FLSA: Exempt  
Pre-Appt. Medical: Yes  
Safety Sensitive: Yes  
Form 700: Yes  
Job Code: 2430

## **FIREFIGHTER**

### **DEFINITION**

To combat fires; to provide medical response and care for injured or ill persons; to prevent fires through active and effective inspections and public education programs; to enforce codes; to protect life and property; to operate and maintain firefighting equipment and fire stations; to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Positions assigned to this class perform both trainee and journey-level fire combat work, medical care and fire prevention. When initially employed, incumbents will be expected to successfully complete comprehensive entry level firefighter academy training program. Once assigned to duty, firefighter/engineers are expected to perform the full range of prevention/safety/medical/suppression duties assigned to the class and to learn journey level skills in all areas of work assigned. Individuals are periodically evaluated by supervisors regarding their progress in skill development, ability to function in their work environment and other work related elements of the job, both during and after completion of the probationary employment period.

### **SUPERVISION RECEIVED AND EXERCISED**

Immediate supervision is most generally provided by a Fire Captain. Technical or functional supervision may be provided by other department personnel.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Respond to fire suppression and medical emergencies.  
Operate fire hoses, including pulling and laying working lines, holding nozzle to direct stream of water on fire; operate engine pumping equipment, placing, raising, lowering and climbing ladders; assist in overhaul and salvage operations.

Apply modern techniques relative to fire code enforcement, interpretation and inspection.

Drive and operate fire apparatus and/or other vehicles. Possession of a valid Drivers License recognized by the State of California Department of Motor Vehicles as legal to operate a vehicle in California.

Inspect, maintain, clean and test fire hoses, rescue equipment, fire apparatus, fire hydrants and other support equipment.

Operate a variety of tools and equipment related to fire suppression and emergency medical activities including radio-telephone and computer equipment.

Participate in fire drills and training exercises.

Understand principles and operation of alarm systems, automatic fire sprinkler systems and other relevant technology.

Learn fire department rules, regulations, and procedures; learn to identify fire hazards and hazardous materials; learn firefighting techniques and emergency medical procedures; and learn fire prevention laws and regulations, department and city policies. Learn to apply the techniques of such rules, regulations, policies, and the laws in an effective manner.

An applicant shall be disqualified for employment consideration if said applicant has smoked tobacco within one year immediately proceeding the date of filing of application for employment.

### **OTHER JOB RELATED DUTIES**

Learn and apply fire Inspection Laws and Regulations.

Clean station quarters and equipment and perform minor maintenance activities on these facilities and equipment.

Maintain and update departmental maps, run cards, equipment records and other records and criteria as assigned.

Learn and apply public education skills.

Participate in continuous training through both simulated and on the job exercises.

Prepare reports with respect to work operations.

Participate in assigned fire department work.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of and Ability to:**

Learn rules, regulations, and operational procedures of the fire department.

Learn and apply fire combat methods and techniques.

Learn and apply emergency medical procedures.

Demonstrate physical endurance, agility, strength, and stamina in the performance of hazardous tasks under emergency conditions.

Demonstrate a high degree of mechanical aptitude.

Learn and demonstrate the operating and mechanical principals of fire apparatus, fire alarm systems, automatic fire extinguishing equipment, and other fire equipment.

Learn to effectively and safely drive and operate the full range of fire apparatus and equipment used by the fire department.

Learn to perform field calculations of hydraulics for the proper and effective operation of equipment at emergency scenes.

Learn and effectively demonstrate fire combat methods and techniques, the operation of firefighting equipment, street location and physical layout of the cities and major traffic and fire hazards.

Think and act quickly in emergencies.

Understand and follow oral and written directions promptly and accurately.

Effectively impart knowledge of materials learned to others.

Deal courteously and effectively with the public.

Establish and maintain cooperative relationships with those contacted in the course of work.

### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience and Training:**

High School diploma

EMT-1 or EMT FS Certification

AND THE FOLLOWING, WHICH ARE DESIRABLE:

An Associate Degree from an Accredited College or sixty (60) semester units and two (2) years of verifiable work experience.

OR

Two (2) years of active military service with an honorable discharge.

OR

Two (2) years of fire service-related experience.

OR

Completion of San Mateo Consolidated Fire Department Cadet Program and thirty (30) semester units of which twenty-four (24) will be in Fire Science above the San Mateo Consolidated Fire Department Cadet Program and two (2) years of verifiable work experience.

OR

Attainment of journey level in the mechanical or construction trades.

**OTHER QUALIFICATIONS:**

The ability to type at 25 words per minute (corrected) is desirable.



**ADA Special Requirements:**

*Essential Duties require the following physical abilities and work environment:*

Ability to sit, stand, walk, run, kneel, crouch, squat, stoop, reach, crawl, twist, climb, drive, and lift 150 pounds; exposure to cold, heat, extreme noise, outdoors, confining work space, electrical hazards, vibration, chemicals and dust, toxic waste, mechanical hazards, explosive materials; availability for shift work, on-call and stand-by call.

Adopted Fire Board: 10/8/19

Bargaining Unit: IAFF, Local 2400

FLSA: Non-Exempt

Pre-Appt. Medical: Yes

Safety Sensitive: Yes

Form 700: No

Job Code: 3140/3144

## **FLEET AND FACILITIES MANAGER**

### **DEFINITION**

Under general direction, plans, schedules, manages and supervises the programs and activities of associated with facilities maintenance, facilities planning and capital projects, fleet operations and maintenance and disposal and acquisition of new vehicles and equipment; manages and develops outside contracts, vendors, and project budgets; assures regulatory compliance and economy in all programs; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

The position supervises contracts and staff as assigned. The Fleet and Facilities Manager receives direction from the Deputy Fire Chief and Fire Chief.

**EXAMPLES OF DUTIES** – The duties and responsibilities listed below are illustrative only and are not meant to be a full and exhaustive listing of all of the duties and responsibilities of the classification:

Plans, organizes, and manages the maintenance, operation, inspection, installation and repair of facilities as assigned; prepares work plans and schedules.

Supervises and manages safety training and work task procedures; assigns, supervises, trains, inspects and evaluates work of contract personnel; delegates field responsibilities and functions to Department staff as necessary.

Collects data such as work requests/job orders, inventory, equipment replacement, purchasing, fixed assets; reviews plans and specifications for input into computerized programs; prepares and submits data for B.M.P. (Best Management Practices) reports.

Plans, schedules and participates in vehicle and equipment maintenance assignments; sets priorities for work involving vehicle maintenance, repair, and purchases/replacements as well as mechanical equipment maintenance, repair and purchases/replacements; plans and schedules vehicle and equipment maintenance/repair activities; develops programs for routine and preventive maintenance of vehicles and equipment; prepares work plans and schedules.

Receives, evaluates and processes work requests from Department; and determines priorities and methods necessary to achieve objectives; advises management staff of work in progress, operating problems and actual or potential delays.

Supervises and manages safety training and work task procedures; directs, assigns, supervises, trains, inspects and evaluates work of contract personnel.

Coordinates computerized system to track vehicles and equipment, work orders, time and materials, and prepare periodic charge-back reports; prepares periodic reports and summaries; and directs and participates in the maintenance of records of work activities.

Coordinates projects with other agencies and outside contractors; assists in the determination of the need for use of contractors; prepares contract documents and specifications; participates in vendor/contractor selection; administers contracts; reviews and evaluates the work of contractors; determines contractual compliance; reviews and approves billings and charges for services.

Administers programs and processes and makes decisions in accordance with established rules and regulations, policies and procedures and guidelines; participates in the development of department/division rules, policies and procedures, goals and objectives, and priorities; coordinates external compliance programs including the CHP BIT inspection program.

Assists in the preparation of the department budget; prepares and submits budget for assigned division and program areas; monitors budget expenditures; prepares cost estimates for maintenance, repair, and program activities.

Evaluates equipment for purchase and assists in the development of specifications; orders materials and supplies; approves orders of materials and supplies by other staff associated with program area.

Responds to questions, complaints and emergency calls and takes appropriate courses of action.

Performs related work as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Principals, practices and methods of vehicle and equipment management; applicable federal, state and local laws, codes and regulations, including safety regulations and procedures; effective supervisory and management principles and practices; methods, materials, terminology, and tools and equipment associated with parks and recreation facilities and systems construction, repair and maintenance; design drawing and specifications; budgeting, accounting and purchasing methods and principles; methods, materials, terminology, and tools and equipment associated with vehicle and equipment maintenance and repair; business mathematics; design drawing and specifications;

effective methods of record keeping and inventory control; computerized maintenance management systems; training and employee development programs; business correspondence, report writing, and English usage, including spelling, punctuation and grammar.

**Skill in:**

Preparing budget analysis, cost projections and cost-benefit analyses; managing complex projects; operating required tools, vehicles and equipment in a safe manner; communicating clearly and concisely, both orally and in writing; training, evaluating and instructing staff; operating office equipment, including computers and associated software applications; scheduling and implementing an effective preventive maintenance program; troubleshooting equipment problems and estimating staff, materials and supplies required to perform maintenance and repair work; maintaining accurate records of materials supplies and work performed; and reading and interpreting plans, specifications and manuals for a variety of vehicles and equipment; reading and interpreting contracts.

**Ability to:**

Plan, organize, direct, schedule, supervise, and review activities of assigned staff; prepare projects and see them to completion; interpret work from sketches, blueprints, and maps; prepare and review plans and specifications; analyze problems, evaluate alternatives, and make sound decisions and recommendations; present clear and concise oral and written reports; interpret and apply pertinent provisions of the City's Rules and Regulations, City policies and other laws related to human resources administration; plan, prioritize and direct divisional programs; use tools and equipment associated with the functions assigned to supervise; establish and maintain effective working relationships with those contacted in the course of work; exercise good judgment and make appropriate decisions; learn and use a variety of computer software applications related to the work; perform related duties as assigned.

Develop effective customer service policies and procedures; use computer applications related to the work; prepare periodic and special reports and correspondence related to the work of the division; perform vehicle and equipment repair and testing; establish and maintain effective working relationships with those contacted in the course of the work.

Incumbents must possess the physical and mental capacity to work under the conditions described in this document and to perform the duties required by their assigned position.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of education and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way would be:

**Experience:**

Five years working experience at journeyman level as a mechanic performing vehicle and equipment repairs and at least one year experience in a supervisory capacity.

Experience with large and/or specialized vehicles, such as fire engines, police cars, and/or trucks, is very strongly desired.

**Education:**

A high school diploma or equivalent and technical training and/or certification in vehicle repair. Equivalent to an AA Degree in Automotive Technology is desirable.

**LICENSES, CERTIFICATES AND REGISTRATION**

**License:** Possession of a valid California Class "C" and Class "B" Driver's License upon appointment. Must maintain valid licenses with appropriate endorsements and a good driving record; meet requirements for renewal of required licenses.

**Certifications:** Possession of ASE Certification in air conditioning, brakes and electrical systems or equivalent highly desired.

**ADA SPECIAL REQUIREMENTS**

*Essential duties require the following physical abilities and work environment:*

Ability to stand for long periods of time; ability to climb, stoop, squat and bend to diagnose and repair vehicles and equipment; ability to discern color; ability to work effectively with all levels of staff; ability to develop and maintain records and automated systems for tracking and monitoring work and inventories.

Adopted Fire Board: 01/19/19  
Employee Group: Management  
FLSA: Exempt  
Pre Appt. Medical: Yes  
Safety Sensitive: Yes  
Form 700: Yes  
Job Code: 2078

## **MANAGEMENT ANALYST I/II**

### **DEFINITION**

To perform responsible, professional and technical administrative duties in providing staff assistance to departments and major divisions of offices; to conduct special studies, surveys and research assignments in a variety of administrative and operational procedures and topics; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

**Management Analyst I** - This is the entry level class in the Management Analyst series. Incumbents of this class perform the more routine administrative work that requires only limited previous municipal administrative experience. Management Analysts I are considered to be in a continued training status and as assigned responsibilities and breadth of knowledge increase with experience, may reasonably expect their positions to advance to the next higher class of Management Analyst II.

**Management Analyst II** - Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Management Analyst I, or, when filled from the outside, require prior municipal administrative experience. Appointment to the higher class requires that the employee be performing substantially the full range of duties for the class and meet the qualification standards for the class. A Management Analyst II works under general supervision and is expected to perform the entire range of administrative and technical duties requiring a complete knowledge of departmental policies and procedures. Work in this class is distinguished from that of a Management Analyst I by the greater complexity of the assignments received and by the greater independence with which an incumbent is expected to operate.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from higher level departmental or administrative management personnel.

May exercise technical and functional supervision over office and clerical personnel.

**EXAMPLES OF DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

Compile and analyze data; prepare reports and make recommendations on the formulation of

policy and procedure, and staffing and organization changes.

Conduct surveys and perform research and statistical analyses on administrative, fiscal, personnel, and operational problems.

Participate in the development and installation of new or revised programs, systems, procedures, and methods of operation; update and revise policies and procedures.

Assist in the development, coordination and monitoring of the department budget; analyze cost and revenue trends; prepare a variety of fiscal, administrative and management reports, implement fixed asset inventory program.

Compile materials and assist on the preparation of reports, manuals, and publications.

Participate in administering contracts including those relating to capital improvement projects; monitor programs for compliance with applicable regulations.

Assist in the design and implementation of systems and forms for use in operation.

Respond to complaints and requests for information.

Represent the Department in interdepartmental, community, and professional meetings as required; make presentations as necessary.

Assist in the coordination of intradepartmental and departmental activities with other departments and divisions, and outside agencies.

Interpret Federal, State and City regulations; coordinate their application to Department operations.

## **QUALIFICATIONS**

### **Management Analyst I**

#### **Knowledge of:**

Standard office practices, procedures, methods and equipment.

Principles and practices of organization and public administration.

Basic Principles, methods, and practices of municipal finance, budgeting, accounting, and personnel management.

Basic research techniques and methods of report preparation.

**Ability to:**

Communicate clearly and concisely, both orally and in writing.

Review organizational and administrative problems, and recommend and implement an effective course of action.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Learn, interpret and apply Department policies, procedures, rules and regulations.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of general administrative experience, preferably in local government.

**Training:**

Equivalent to a Bachelor's Degree from an accredited college or university with major work in public or business administration or a closely related field.

**Management Analyst II**

In addition to the qualifications for Management Analyst I:

**Knowledge of:**

Research techniques, sources, and availability of information, and of report preparation and presentation.

Pertinent State, Federal and local laws and regulations.

Principles, methods and practices of municipal finance, budgeting, accounting, and personnel management.

Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

**Ability to:**

Properly interpret and make decisions in accordance with laws, rules, and policies.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities



would be two years of experience performing duties comparable to those of a Management Analyst I.

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment.

Adopted Fire Board: 10/8/19

Employee Group: Management

FLSA: Analyst I: Non-Exempt; Analyst II: Exempt

Pre-Appt. Medical: No

Safety Sensitive: No

Form 700: Yes

Job Code: 2022/2023

## OFFICE ASSISTANT I/II

### **DEFINITION**

To perform a wide variety of general clerical duties as required in the assigned departments; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

**Office Assistant I** - This is the entry level class in the Office Assistant series. The class is distinguished from the Office Assistant II by the performance of the more routine tasks and duties assigned to positions within the series including duties performed according to established procedures and changes in procedures or exceptions to rules explained in detail as they arise. Since this class can be used as a training class, employees may have only limited or no directly related work experience. Certain positions in this class, those that contain primarily routine and less complex tasks, may be permanently assigned to the "I" level.

**Office Assistant II** - This is the journey level class within the Office Assistant series. Employees within this class are distinguished from the Office Assistant I by the performance of the full range of duties as assigned including duties requiring the knowledge of general Department procedures on purchasing, personnel and payroll as well as a knowledge of department policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, require prior clerical experience. Appointment to the II level requires that the employee be performing the full range of duties for the class and meets the qualification standards for the class.

### **SUPERVISION RECEIVED AND EXERCISED**

**Office Assistant I** - Receives immediate supervision from management, professional, technical, or higher level clerical positions.

**Office Assistant II** - Receives general supervision from management, professional, technical, or higher level clerical positions.  
May exercise functional and technical supervision over lower level clerical staff.

**EXAMPLES OF DUTIES** - Depending upon assignment, duties may include, but are not limited to, the following:

Type and proofread a variety of documents including general correspondence, agendas, reports, memos, and statistical charts from rough draft, forms, copy, notes, transcribing machine recordings or verbal instruction.

Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records and record keeping of various funds and expenditures.

Compile information and data for statistical and financial reports.

Maintain a variety of statistical records; check and tabulate statistical data; prepare simple statistical reports.

Maintain personnel and payroll records of departmental personnel; process a variety of forms to initiate changes in records.

Maintain inventory records; process purchase requisitions; maintain purchase records; resolve errors in orders received and invoices.

Order office supplies; submit expense claims.

Act as receptionist; answer the telephone and wait on the general public, providing information on departmental policies and procedures as required; refer calls to appropriate department personnel.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Receive, sort and distribute incoming and outgoing correspondence.

Schedule appointments and various meetings.

Issue, receive, type and process various applications, permits and other forms.

Assist in the training of new personnel.

May maintain petty cash fund; accept payment of fees; maintain and process cash records.

## **QUALIFICATIONS**

### **Office Assistant I**

#### **Knowledge of:**

English usage, spelling, grammar, and punctuation.

Business letter writing and basic report preparation.

**Ability to:**

Type at speed necessary for adequate job performance.

Perform routine clerical work.

Learn to operate modern office machines and learn office methods, rules and policies including receptionist techniques.

Understand and carry out oral and written directions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Some general clerical experience is desirable.

**Training:**

Equivalent to the completion of the twelfth grade. Additional specialized clerical training is desirable.

**Office Assistant II**

In addition to the qualifications for Office Assistant I:

**Knowledge of:**

Organization, procedures and operating details of City governments.

Modern office methods, practices, procedures and computer equipment.

Principles and procedures of record keeping.

Basic work processing methods, techniques and programs.

**Ability to:**

Perform general clerical work including maintenance of appropriate records and compiling information for reports.

Learn and correctly interpret and apply the policies and procedures of the function to which assigned.

Work courteously with the general public on the telephone or in person.

Operate a variety of office equipment including a word processor and/or computer terminal.

Understand and carry out oral and written directions.

Perform simple mathematical calculations.

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of general clerical experience including public contact comparable to that of a Office Assistant I in the City of San Mateo.

**ADA Special Requirement:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment.

Adopted Fire Board: 10/8/19  
Employee Group: General  
FLSA: Non-Exempt  
Pre-Appt. Medical: No  
Safety Sensitive: No  
Form 700: No  
Job Code: 5230/5430