

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.

Division Chief of Professional Standards

Department: Fire
Pay Grade: 516
FLSA Status: Exempt
Job Code: FR72

JOB SUMMARY

Serves as the administrative head of the Professional Standards Division. The purpose of this classification is to perform skilled and technical work consisting of supervisory, managerial, leadership, and administrative functions, with primary responsibilities being the oversight and management of the Fire Department Training and Emergency Medical Services (EMS) Divisions; policy and mandate revisions; Insurance Services Office (ISO) requirements and evaluations, Fire & EMS Accreditation as well as the Human Resources liaison for the Department overseeing recruitment, hiring, promotions, and health and safety. Under the direction of the Deputy Chief or Fire Chief, performs administrative and operational assignments of considerable difficulty necessary to planning, organizing, supervising, budgeting, training, and safety. Work involves highly responsible and complex support to the supervisor requiring independent judgment while following established policies, rules, and laws. Work is reviewed through reports, observations, and obtained results.

ESSENTIAL JOB FUNCTIONS

- Ensures compliance, serves as the primary point of contact for, and manages the Department's Insurance Services Office (ISO) evaluation.
- Oversees the development and maintenance of a comprehensive training program to encompass all phases and areas of firefighting and Emergency Medical Services (EMS) that meets ISO, NFPA, state and local criteria, and Occupational Safety and Health Administration (OSHA).
- Manages the Department's Fire and EMS accreditation processes.
- May be required to serve in the role of Deputy Chief in their absence.
- Plans and manages broad areas of responsibility and highly complex functions.

- Participates as a member of or leads cross-functional and external project teams for the Department and City.
- Facilitates meetings with City and department staff as needed.
- Represents the City at professional meetings; coordinates educational activities and training with other City departments and outside agencies.
- Responsible for the planning, research, processing, and execution of special projects as assigned.
- Initiates projects of diverse scopes, longer-term time frames, and significant complexity.
- Visits fire stations to meet with staff to build relationships and trust.
- Responsible for the conduct, efficiency, and discipline of assigned personnel; monitoring division employees, their performance, and activity reports and monitoring the division's work priorities.
- Develops schedules and work programs for assigned personnel.
- Develops innovative solutions to broad and complex issues; takes a systems approach to problem-solving.
- Serves as a member of the Fire Chief's Command Staff.
- May be on an on-call rotation and responsible for monitoring department activity after hours; responding to incidents in a support or command role as needed, speaking to media and serving as public information officer, and notifying the rest of the command staff of relevant incidents or issues.
- Performs analyses by utilizing organizational performance measures and data reporting tools to identify trends, opportunities, or other patterns for service delivery.
- Completes staff performance evaluations.
- Responsible for the formulation of Department operating procedures, rules, and regulations.
- Manages assigned division's budget.
- Participates in City emergency management functions.
- Provides supervision and guidance for the Training and EMS Divisions.
- Facilitates the wellness program for the Department as needed.
- In collaboration with Human Resources, oversees health and safety matters for department members regarding annual and pre-hire physicals, Family Medical Leave Act (FMLA), worker's compensation, drug testing, transitional duty, return to work, and post-injury or extended illness procedures.
- Oversees the administration of the Infectious Control Program to include treatment of injured personnel, development and training on blood-borne pathogens programs, and appropriate documentation for exposures.
- Ensures compliance with state and local EMS and fire certification requirements.
- Responsible for the hiring and promotional processes for fire personnel; oversees the onboarding, training, and evaluation program for new employees in collaboration with Human Resources.
- Responds to inquiries and complaints from the public regarding personnel conduct.
- Oversees the Battalion Chief of EMS in developing, establishing, and presenting comprehensive medical training programs encompassing all pre-hospital medicine components.
- Supervises the scheduling of the annual Training Program and Training Calendar. The program includes fire, medical, rescue, apparatus operation, and other topics and skills

determined necessary for the proper performance of duties by members of the Department.

- Oversees the development and administration of examinations and performance tests that are comprehensive, effective, clear, non-discriminatory, and reliable to ensure they are valid. Evaluates the effectiveness of training based on the curriculum, test instruments, student score distribution, and student program evaluations.
- Supervises the procurement and maintenance of all Training and EMS equipment.
- Assists in the development and implementation of all Department Standard Operating Procedures.
- Maintains accountability of equipment and supplies, and provides periodic status reports.
- Explains and interprets Department programs, policies, and activities; negotiates and resolves sensitive issues.
- Oversees the inventory and distribution of narcotics and coordinates all medical equipment needed to support daily operations.
- Reviews emergency medical services literature, standard operating procedures, and related rules and regulations.
- Supervises, trains, evaluates, and provides technical assistance to assigned staff; recognizes positive performance; works with employees to correct deficiencies; implements discipline procedures.
- Performs other duties as required, including (but not limited to): Special Operations, Public Information Officer, Emergency Management, etc.

EMERGENCY RESPONSE STATUS: As a condition of employment, this position will be required to work as directed during an undeclared and/or declared emergency. The employee is subject to recall around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the official job description.

MINIMUM QUALIFICATIONS

Education and Experience:

- Requires an Associate's Degree in Fire Science, Public Administration, or a related field from an accredited educational institution, Bachelor's degree preferred; Five (5) years experience with three years of supervisory experience and responsible administrative and operational experience in the management of a major division required in a career City or county fire department of similar size and composition, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- One year of active experience as a Chief Officer at Roswell Fire Department or within the last three years from another progressive, career City or county fire department of similar size and composition preferred.
- Chief Fire Officer (CFO) designation and Executive Fire Officer (EFO) Certification are preferred.

Licenses or Certifications:

- Possess and maintain certification as a Firefighter in the State of Georgia or possess NPQ Firefighter I and II Certification.

- Incident Command System (ICS) 100, 200, 300, 400, 700, and 800 within three months of hire.
- State of Georgia or National Registry EMT Certification required, Paramedic preferred.
- Meet and maintain current requirements set forth by the Georgia Firefighter Standards and Training Act.
- Blue Card or other standardized Incident Command training preferred.

(*) If a candidate cannot be identified with the education and experience as outlined, other candidates with an equivalency of significantly higher-level experience or education may be considered.

Other/Special Requirements:

- Requires a comprehensive background investigation to include a local, state and federal criminal history check, financial background, and sex offender registry check.
- Requires satisfactory results from a high-risk medical evaluation and pre-employment substance abuse testing and is subject to random controlled substance testing.
- Successfully meet the minimum physical agility requirements established by the Georgia Firefighters Standards and Training Council and the minimum medical fitness requirements of the NFPA 1582, Standard on Comprehensive Occupational Medical Program for Fire Departments.
- Job performance requirements for Fire Officer III/IV as outlined in the current National Fire Protection Association (NFPA) 1021 Standard for Fire Officer Professional Qualifications.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia within three months of being hired, with a satisfactory MVR.

Knowledge, Skills, and Abilities:

- Knowledge of the organization of local government, the function of various departments, agencies, and external organizations, and their roles and responsibilities that relate to the fire service and public safety.
- Knowledge of various fire department models; functions and relationships between various fire divisions (Administration, Operations, Training, Fire Prevention, Public Safety Education, etc.); E911 Dispatch Centers and Emergency Communications Systems; and Emergency Management Agencies.
- Comprehensive knowledge of the functional activities required in the management of a large public safety organization.
- Ability to learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to synthesize, hypothesize, and/or theorize concerning data involving modification of existing policies, strategies and/or methods to meet unique or unusual conditions. Requires the ability to do so within the context of existing organizational theories and management principles.
- Knowledge of Human Resource management.
- Knowledge of firefighter health and safety, modern firefighting and EMS techniques, methods, and practices.

- Ability to make presentations to City Council, fire personnel, citizens, civic and governmental organizations.
- Knowledge of policy development and implementation, project management, and strategic planning.
- Knowledge of rules and regulations of the Department and applicable standards, laws, and ordinances such as NFPA, ISO, Fair Labor Standards Act (FLSA), FMLA, OSHA, and governmental accounting and finances.
- Knowledge of software programs for the management of staffing, training, payroll, and asset management.
- Ability to plan, assign, supervise, and review the work of designated staff.
- Ability to effectively lead a progressive public safety division and facilitate alignment of all operations with the strategic direction of the organization.
- Ability to effectively communicate verbally and in writing using multi-media tools; prepare clear and concise reports
- Ability to mitigate emergency situations of varying size utilizing the National Incident Management System (NIMS).
- Ability to provide effective and constructive communication, articulate strategic and innovative thinking and provide superior services.
- Ability to collaborate with colleagues in a way that builds upon ideas and takes personal accountability and ownership of projects, roles, and assignments and champion a culture that encourages and embraces new ideas, develops individuals and welcomes and encourages diverse perspectives.

PHYSICAL DEMANDS

The work is light work which requires the ability to exert very moderate effort, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions. Performance of fire suppression functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, smoke, temperature and noise extremes, hazardous materials, fire, unsafe structures, heights, confined spaces, machinery, vibrations, electric currents, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, explosives, firearms, water hazards, violence, disease, pathogenic substances, or rude/irate customers.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.