To all employees,

In 1999 the District, in cooperation with the employee represented group (IAFF Local 3456), developed the Career Development Guide. The purpose of the guide was to assist all employees in planning their career path with the District.

This guide is not the usual customary policy, but rather a tool to assist our employees in meeting with success when planning their career with the District. It was created to enable all employees to understand what is needed for career advancement.

The Career Development Guide is a dynamic document, which is edited to keep current with both changes in our profession and growth of our organization. With this in mind, we are proud to present the updated guide, which includes some very exciting changes including integration of the strategic plan goals and interactive intranet access. Please use it to your benefit.

Sincerely,

Craig Bowen
Fire Chief
CAREER DEVELOPMENT GUIDE
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INTRODUCTION

PURPOSE

The Career Development Program is designed to provide information and guidance to employees for personal growth and career development. In conjunction with the Education Assistance Program, the Career Development Program strives to assist employees in achieving their full professional potential, which directly benefits the District and the citizens it serves by having professional, knowledgeable, and productive employees who provide the highest level of service and continually strive for the best possible results.

SCOPE

As an important component of the Career Development Program, the Career Development Guide serves as a guide for employees creating a career development action plan and explains the personal responsibility of the employee as well as the professional contribution of the District. The Career Development Guide offers information regarding job descriptions, educational requirements, position expectations, resume preparation, and the State Certification system. The Guide also outlines the promotional examination process, promotional dates, and helpful tips for those considering participating in the promotional process.

OBJECTIVES

1. To recognize that each person’s contributions have value and are key to the success of the District.

2. To prepare and plan for the challenges and changes of the future by ensuring employees are knowledgeable and competent; thereby, increasing the District’s ability to maintain a high level of operational excellence.

3. To encourage personal involvement and individual responsibility; thereby, assisting employees in fully committing to a high degree of professionalism and competence in their pursuit to best fulfill their responsibilities to both the District and the citizens it serves.

4. To provide career development guidance and skills enhancement opportunities in an effort to allow every employee the opportunity to realize professional fulfillment through personal and professional growth.

5. To ensure a commitment by both the employee and the District to the development of each employee’s knowledge, skills, and abilities.
THE EMPLOYEE’S CAREER DEVELOPMENT PLAN

A successful and fulfilling career requires a great deal of personal and professional initiative and is the result of careful planning, hard work, and opportunity. District employees who are interested in the advancement of their careers should begin planning a course of action early in their careers. To that end, a Career Development Plan is essential in reaching career goals.

A Career Development Plan should include the following steps:

- Research and understand the District as an organization
- Set personal and professional goals
- Prepare yourself through self-assessment, education, and training
- Contribute to personal and District goals
- Compete/apply for alternate job opportunities
- Monitor and measure your success

(Note: The chart below is currently under revision)

This process is continuous and revolves around each position held during one’s career.
CAREER DEVELOPMENT - A SHARED RESPONSIBILITY

Career development provides EMPLOYEES with opportunities to:

- Set and achieve personal and professional goals
- Experience personal growth and development
- Aspire to their highest potential
- Feel recognition and value

Career development provides the DISTRICT with:

- Knowledgeable employees
- Well-rounded employees
- Effective and productive employees
- Motivated and committed employees who strive to improve themselves, their careers, and the District

The commitment to a Career Development Program is accompanied by certain responsibilities, best described as mutual responsibilities, that should be recognized, understood, and fulfilled by both the employee and the District if personal growth and professional development are to occur.

The primary responsibilities of the employee center around the motivation for personal and professional growth, the preparation for the achievement of that growth along with any related objectives, and the commitment and personal involvement required to achieve the desired growth. It would be beneficial for an employee desiring to advance in his/her career to seek development opportunities through involvement in District projects, special committees, etc. In return, the District will strive to foster an environment that encourages employee involvement, initiative, and creativity in an effort to support the development of its employees. The District will also provide additional developmental support through its Career Development Program, Education Assistance Program, and career advancement opportunities.

It is important to realize, however, that there are a limited number of career advancement opportunities within the District and typically many employees exhibit an interest in those opportunities. This dynamic creates the necessity for employees to compete for career advancement opportunities. In some instances, the opportunities may be open to both internal and external candidates. When being considered for an opportunity, an employee's value is not solely determined by rank achievement, but also by their level of related knowledge and expertise as well as by the quality of their performance and professionalism in the position they currently hold.

RESEARCH AND UNDERSTAND THE DISTRICT

In many instances, employees limit their career potential by failing to understand the District as an organization. Each employee should thoroughly understand the strategic direction of the District and also understand at a more detailed level what the District does, why it does it, and
who is responsible for getting it done. While the answers to these questions may appear obvious, many employees fail to understand how each division of the District contributes toward meeting the overall District goal of providing the highest level of emergency and non-emergency services to the community in an effort to protect life, the environment, and property. You must understand the District’s strategic direction, the personnel and operational requirements to successfully progress in that direction, and the specific divisional requirements to support that direction before you can effectively plan your career.

SET PERSONAL AND PROFESSIONAL GOALS

To enhance one’s knowledge and capabilities, it is necessary to establish personal and professional goals. To assist in the achievement of those goals, it is important to establish a series of sub-goals that are realistic and that are attainable through proper preparation and perseverance. Reaching one sub-goal at a time, while keeping the ultimate goal in mind, provides forward movement along the career path and establishes benchmarks of accomplishment. A series of individual successes is important in personal and professional development. Planning what you want to accomplish, making the necessary preparations, and following through to a successful conclusion allows you to feel good about yourself and your abilities and enhances your self-confidence and motivation.

Seeking and obtaining guidance and mentorship can be extremely valuable to employees interested in personal and professional development. Often times, a person who has had a successful career may be a good resource for advice and information as well as a good role model. Although a good role model/mentor may be a valuable resource, he/she should be carefully selected based upon a solid character and work ethic, proven successful performance, an overall understanding of the District and/or general business concepts, and job/industry related knowledge.

Employees interested in personal and professional development are advised to conduct informational interviews with other employees or external professionals in an attempt to understand the scope of their positions and how they prepared themselves to be successful in those positions and/or their careers. The advice they have to offer can be invaluable as it is most likely based upon a great deal of experience, hard earned successes, and disappointing failures. Use it!

PREPARE YOURSELF

Self-development is a vital part of professional development and should begin with individuals objectively assessing their personal strengths, weaknesses, knowledge, and ability levels. Strengths should be capitalized on and weaknesses should become the focal point of improvement efforts.

EDUCATION IS ESSENTIAL TO PROFESSIONAL DEVELOPMENT. Educational programs can be tailored to meet current needs and still assist in attaining long-range goals. Based upon individual career objectives, District employees, in conjunction with their manager, should develop educational and developmental plans that take into consideration both immediate and future needs.
• College degree and certification programs, Fire Officer/Chief Officer Certifications, and specialized training subject areas can meet the parameters of promotional criteria and state certification areas beyond what is offered through fire department training.

• Other educational institutions such as the State Board of Fire Services Certification System for the California Fire Service, the National Fire Academy at Emmitsburg, Maryland, and the California State Fire Academy serve as important resources to provide fire personnel with up-to-date knowledge on pertinent subject areas.

• Fire Science courses can provide the technical base of knowledge beneficial to all Firefighters. For those interested in firefighting, these courses are career-specific and should be considered as essential goals in one's education plan. Fire Science courses will prove invaluable throughout one's career, and they are of primary importance in the beginning steps of the firefighting career ladder. The junior college system has an excellent Fire Science program, offering a two-year Associate of Science Degree.

• Technical courses can be relevant to various positions in the District and provide valuable knowledge. Some of these courses may include business writing, computer skills, accounting, time management, notary public, project management, building construction, technical/report writing, public sector employment, training and development, employee relations, benefits and compensation, wage and hour laws, etc. Often times, these classes are offered through local community centers, professional organizations/associations, and other sources for professional training, such as The Council on Education in Management and Comp USA.

• A Bachelor's Degree provides a well-rounded educational base that contributes to personal growth and development. Some degree programs may prove more beneficial in terms of job relatedness than others, but the educational experience itself is extremely valuable.

• The California certification process identifies the curriculum of the California Fire Academy system, which includes the academy program at the State Fire Academy as well as the programs at the local and regional academies. This curriculum is established as the minimum standard which meets State and National (NFPA) Professional Standards.

• Seminars specifically related to fire science needs are available through the National Emergency Training Center, the Office of the State Fire Marshal, and other fire related organizations. The Contra Costa Training Institute provides a variety of applicable courses pertaining to leadership, communication skills, performance evaluations, performance coaching/counseling, harassment/discrimination, etc.

The Training Division maintains postings from IEC (Industrial Emergency Council), California Fire Academy, the Office of the State Fire Marshal, and Paramedic continuing education.
CONTRIBUTE TO PERSONAL AND DISTRICT GOALS

All progress toward the accomplishment of the District’s strategic objectives is the direct result of its employees striving to provide the highest level of service and to achieve the best possible results. Whether it is success in long-range planning or in carrying out each day’s assignments, the efforts of and contributions by the District’s employees make it happen. Employees can have a profound impact on the direction of the District through their willingness to work in a cooperative, professional, and constructive manner.

Get involved! All employees are urged to demonstrate a sense of community and leadership both internally and externally. Providing others with the benefit of your experience and knowledge will not only improve the District internally, but if shared externally, it will also increase public awareness of the District’s mission and of the fire profession in general. Each employee brings an individual uniqueness and a wide range of experiences which increase the breadth of recommendations and services and positively contribute to the growth and development of the District.

COMPETE/APPLY FOR ALTERNATE JOB OPPORTUNITIES

To sustain a career with the San Ramon Valley Fire Protection District requires continual personal and professional development and hard work. The steps outlined in this Career Development Guide will provide direction for employees to plan their careers, but they do not guarantee success. You must compete in the promotional/recruitment process if you desire to advance in rank or if you desire to progress on a specific career path.

MONITOR AND MEASURE YOUR SUCCESS

True success, however, is not measured by position attained, but by one’s performance while in the position. If you do the best you can at whatever rank and/or job you choose, you will have a successful career.

Nonetheless, as previously stated, establishing a series of goals and sub-goals that are realistic and attainable and monitoring the progress to and beyond those goals, making course corrections when necessary, is very important to ensuring success toward the achievement of personal and professional development. This process is also essential to ensuring your efforts are most effectively focused toward the achievement of your goals.

Finally, the District has a responsibility to work with each of its employees who seek professional development by providing a clear developmental path and by ensuring it fosters an environment conducive to developmental success.
INTRODUCTION TO THE JOB DESCRIPTION

The Career Development Guide is designed to provide employees with information regarding the requirements for each position within the District as well as an overview of the District’s organizational structure.

The job descriptions within the Guide are periodically updated to ensure that they are reflective of the current organizational structure and accurate with respect to the requirements of each classification based upon the changing needs in the District.

The job description updates will be supplemented by periodic classification audits. The classification audits will serve as a verification that the actual duties and responsibilities of individual classifications conform to the corresponding job descriptions in the Career Development Guide.

COMPONENTS OF THE JOB DESCRIPTION

The job descriptions contained in the Career Development Guide are intended to provide an overview of the general responsibilities and requirements for each classification. Particular phrases or examples should not be isolated and treated as the full definition of the job.

Each job description will contain the following information:

» **JOB TITLE** - The job title is a descriptive designation.

» **DEFINITION** - This section is a general description of the classification. It briefly defines the primary responsibilities assigned to the classification and indicates a classification’s relationship to other job classifications.

NOTE: Distinguishing characteristics may also be used to further define the classification.

» **ESSENTIAL FUNCTIONS** – This provides information regarding overall performance of the essential job duties and reference to any reasonable accommodations that may be required.

  ▪ **Example of Duties** - This section is intended to provide more complete information of the work performed by the incumbents of each classification. The information is descriptive, but not limiting. Its purpose is to list the tasks that are commonly assigned, describe the work performed, and serve to illustrate the more typical tasks of the classification.

  ▪ **Skill to, Physical Characteristics, and Other Characteristics** – These sections describe the skills and physical characteristics required to perform successfully in
the classification. They also outline any additional characteristics as required by the classification.

» **MINIMUM QUALIFICATIONS** - This section lists the knowledge, experience, and education required of incumbents in the position. It identifies only the minimum qualifications likely to enable incumbents to satisfactorily perform the essential functions of the classification.

- **Knowledge of** – This section lists the various areas of knowledge required for the classification.

- **Experience** - This section indicates the level of experience required for entry into the classification.

- **Education** – This section lists the educational requirements for the classification.

- **Licenses, Certificates, Accreditations** - This section lists the licenses, certificates, and/or accreditations required for incumbents in the classification.

*NOTE:* Entry into a classification may be made based upon a pre-described combination of experience, education, and/or licenses or certifications. Acceptable combinations will be outlined in each classification. The outlined combination of experience and education is designed to describe a *typical* entry level for each classification, *not* the only level.
JOB DESCRIPTIONS

ADMINISTRATIVE SERVICES
   Accounting Technician
   Finance Supervisor
   Human Resource Generalist
   Office Assistant

EXECUTIVE
   Administrative Services Director
   Assistant Fire Chief
   Assistant Fire Chief – Operations
   Executive Assistant
   Fire Chief
   Fire Marshal

FIRE PREVENTION
   CERT Coordinator
   Deputy Fire Marshal
   Fire Code Compliance Officer
   Fire Inspector
   Fire Plans Examiner
   Fire Prevention Specialist
   Office Assistant – Fire Prevention

OPERATIONS
   Battalion Chief
   EMS Coordinator
   EMS QI
   EMS Specialist
   Fire Captain
   Fire Engineer
   Firefighter
   Senior Office Assistant – Operations
   Senior Office Assistant – Training
   Special Operations Battalion Chief
   Training Captain
   Training Division Chief
SUPPORT SERVICES

Communications Center Manager
District Aide
Fire Dispatcher
Fire Mechanic
GIS Analyst
Information Systems Technician
Supervising Dispatcher
Support Services Assistant
Technology Systems Manager
ACCOUNTING TECHNICIAN

FLSA: NON-EXEMPT

DEFINITION

Under general supervision, performs a variety of technical work related to the processing of financial transactions and the preparation and reconciliation of financial and accounting records and reports; provides responsible technical and clerical accounting support to professional staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Finance Supervisor. May provide technical and functional direction to lower level clerical staff.

CLASS CHARACTERISTICS

This is a journey-level accounting classification performing the full range of technical work in all of the following areas: payroll, accounts payable and receivable in addition to performing a variety of record keeping, reconciliation, and report preparation activities. This class is distinguished from the Finance Supervisor in that the latter is a professional level class that has full supervisory responsibility for the District’s accounting functions.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Primary responsibility for the areas of payroll, accounts payable, and accounts receivable.
- Performs technical accounting and financial office support work related to payroll, including processing checks, taxes, and deductions, verifying and balancing payroll, and coordinating the preparation of 1099 forms; assists with special projects as assigned.
- Processes accounts payable; assigns purchase order and vendor numbers, reviews invoices and receiving reports for accuracy and appropriate authorization, and prepares documentation required for payment, enters data into the accounts payable system to produce payment, and prepares and mails checks to vendors, inputs cash receipts.
- Prepares deposits, reviews cash receipt journals, and reconciles monthly cash receipts, including ambulance billing relationship.
- Inputs and processes payroll, including maintaining and updating employee payroll database; reconciles payroll and retirement reports; reconciles payroll general ledger accounts.
- Reviews employee time records for accuracy and conformance with policy and procedures.
- Records and keys employee hours worked, verifies data for pay period, and balances final payroll reports for each pay period.
- Verifies tax returns related to payables and payroll matters, including retirement, workers compensation, wage assignment, retroactive pay, deferred compensation, insurance, and federal and state tax reporting.
- Maintains and updates employee and payroll database and accumulated leave records.
- Researches, develops, and implements technologies and processes to increase productivity and accuracy in processing payroll, expanding usage of existing hardware and software and evaluating cost/benefit of new technologies.
- Prepares payments relating to payroll and employee benefits.
• Audits, maintains, and processes workers’ compensation reports/payments.
• Prepares, audits, and reports disability wage loss calculations.
• Processes deferred compensation changes and tracks those employees utilizing the catch-up provision.
• Audits and verifies information, including source data as well as manual and computer-produced reports.
• Inputs and maintains fixed assets system, records and reconciles fixed asset additions, deletions, and depreciation.
• Monitors and advises District management of legislative and regulatory changes affecting payroll processing and procedures.
• Applies Federal, State, and local laws and regulations concerning payroll transactions and reports.
• Reviews reports and prepares billings to outside agencies for various reimbursements and/or services.
• Monitors and reports on Educational Assistance usage, as well as District partnership activity.
• Provides assistance for accounting and analytical studies, as well as, staffing study analyses.
• Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies and/or general accounting procedures; and updates related files and departments on action items.
• Performs a variety of general office support work such as organizing and maintaining various files, typing correspondence, reports, forms, and specialized documents; proofreads and checks materials for accuracy, completeness, and compliance with District and department policies and regulations.
• Prepares and maintains computerized financial spreadsheets on a personal computer for payroll and utility records; prepares reports from spreadsheets summarizing information and financial records.
• Performs related duties as assigned.

QUALIFICATIONS

In general, the Accounting Technician will need the following skills, knowledge, and attributes to be successful in fulfilling the responsibilities of the position:

Knowledge of:

• Terminology and practices of financial and accounting document processing and record keeping, including payroll, accounts payable, accounts receivable, and billing related to utilities.
• Record keeping, information processing requirements, and rules and policies related to the production of payroll.
• Applicable Federal, State, and local regulations, policies, and procedures related to fiscal record keeping, accounting, and payroll.
• Principles and practices of auditing payroll, accounts receivable, and other accounting and finance documents.
• Record keeping and filing principles and practices.
• Modern office practices, methods, and computer equipment.
• Computer applications related to work, including word processing and spreadsheet software.
• English usage, grammar, spelling, vocabulary, and punctuation.
• Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

• Perform detailed accounting and financial office support work accurately and in a timely manner.
• Prepare payroll reports through the use of spreadsheets and/or word processing.
• Review payroll and other financial documents for completeness and accuracy.
• Apply and explain a variety of Federal, State, and local regulations, policies, and procedures related to
fiscal record keeping and accounting.
- Perform responsible account entry and record keeping work.
- Analyze data and draw logical conclusions; identify and troubleshoot problems.
- Perform a variety of processing/record keeping clerical functions; accurately compare, proofread, and verify lists of names and numbers.
- Learn prescribed formulas for calculation and reconciliation of assigned functions.
- Make accurate arithmetic, financial, and statistical computations.
- Maintain accurate records and files.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

REQUIRED EXPERIENCE

Three (3) years of increasingly responsible payroll accounting experience, preferably with a municipal agency.

REQUIRED EDUCATION

Possession of a high school diploma, G.E.D. equivalency, or a high school proficiency certificate supplemented by college coursework in accounting, finance, business administration, or related field. An Associate of Arts degree in accounting, finance, or business administration is preferred.

REQUIRED LICENSE

Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing and able to work regular and emergency overtime, as required. Consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
FINANCE SUPERVISOR

FLSA: EXEMPT

DEFINITION

Under general direction, plans, directs, administers, supervises, and participates in the daily operations and activities of the accounting and finance functions in the Administrative Services Department, including performing complex and professional accounting, financial reporting, and budgetary work; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Services Director. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the professional accounting series that exercises independent judgment on diverse and specialized accounting and finance projects and has significant accountability and ongoing decision-making responsibilities associated with the work in the Finance Department. The incumbent organizes and oversees day-to-day financial processing, reporting, and record keeping activities and is responsible for providing professional-level support to the Administrative Services Director and the Fire Chief in a variety of areas. Responsibilities include oversight of the general ledger and fixed assets, in addition to reconciliation and financial report preparation activities, and the development of the District’s annual budget and CAFR documents. This class is distinguished from the Administrative Services Director in that the latter has overall responsibility for all finance, accounting, and human resources functions, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assists in developing and administering department and division goals, objectives, policies, and procedures.
- Plans, organizes, administers, reviews, and evaluates the work of professional, technical, and office support staff; provides training and policy guidance and interpretation to staff.
- Ensures that staff provides a high degree of service to both internal and external customers that supports achieving the Department’s and the District’s mission, objectives, and values.
- Contributes to the overall quality of the Department’s service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs.
- Oversees the preparation of periodic and annual financial reports in accordance with generally accepted accounting principles and standards.
- Performs responsible accounting, financial, and/or budgetary document processing, document review, and program support work.
- Prepares or directs the preparation and reconciliation of journals, ledgers, and other accounting records; prepares or directs the preparation of records and reports for submission to various regulatory and other governmental agencies.
- Prepares or directs the preparation of the District’s annual budget document as well as prepares and directs the development of the District’s Comprehensive Annual Finance Report (CAFR).
- Prepares and maintains a variety of operational reports regarding expenditures for each departmental or District-wide program; prepares periodic and special reports regarding program expenditures and operating costs.
• Maintains fixed asset database, real property listings, equipment schedules for capital asset activity, surplus disposal and auction records, including depreciation schedules reported in the CAFR.
• Tracks capital expenditures related to COP issues and Lease purchase agreements and prepares draw-downs for processing.
• Tracks special revenue claims, such as SB90 reimbursements, Homeland Security Grants, Mutual Aid reimbursements, and other related audits from Federal/State agencies.
• Provides assistance to Human Resources on personnel issues impacting payroll/finance.
• Oversees attendance control and Access O/T and FLSA databases, and prepares monthly detail OT Reports for Board of Directors.
• Provides training to departmental and operating staff regarding the District’s financial reporting policies, procedures, and reporting capabilities.
• Establishes and maintains internal control procedures and ensures that accounting standards are met.
• Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other materials.
• Monitors changes in laws, regulations, and technology that may affect departmental operations; implements policy and procedural changes after approval.
• Prepares program budgets and monitors work to ensure that funds and staff time are used effectively and efficiently; analyzes work flow assignments, priorities, and staffing levels and makes adjustments when required.
• Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

• Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
• Principles and practices of public agency finance, including general and governmental accounting, auditing, and reporting functions.
• Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
• Basic public administration policies and practices.
• Applicable Federal, State, and local laws, codes and regulations, including standard accounting practices regarding public agency accounting operations.
• Record keeping principles and procedures.
• Modern office practices, methods and computer equipment.
• Computer applications related to the work.
• English usage, grammar, spelling, vocabulary, and punctuation.
• Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
• Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
• Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

• Supervise, select, train, motivate, and evaluate the work of staff.
• Plan, organize, administer, coordinate, review, evaluate, and personally participate in a comprehensive public agency financial management program.
• Maintain accurate financial records and prepare clear and accurate reports for informational, auditing, and operational use.
• Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
• Analyze complex accounting and fiscal issues, recommend resolutions, and prepare reports based on this analysis.
• Verify the accuracy of financial data and information.
• Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws, and regulations related to area of assignment.
• Effectively conduct meetings and make presentations to various groups.
• Present complex information orally and in writing in an easy-to-understand way for employees, community groups, and decision-makers.
• Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
• Prepare clear and concise reports, correspondence, and other written materials.
• Establish and maintain a variety of filing, record-keeping, and tracking systems.
• Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
• Operate modern office equipment including computer equipment and specialized software applications programs.
• Use English effectively to communicate in person, over the telephone, and in writing.
• Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
• Establish and maintain effective working relationships with those contacted in the course of the work.

REQUIRED EXPERIENCE
Three (3) years of professional accounting experience, including one (1) year of supervisory experience, preferably in a governmental or public agency setting.

REQUIRED EDUCATION
Equivalent to graduation from an accredited four-year college or university with major coursework in accounting, finance, business administration, or a closely related field. Additional related experience performing increasingly responsible duties may be substituted for the educational requirements on a year-for-year basis.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

REQUIRED LICENSE
Possession of a valid California Class C driver's license. Maintenance of a valid California driver's license is required as a condition of employment.

Certification as a Certified Public Accountant in the State of California is desirable.

PHYSICAL DEMANDS
Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.
Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements; work evenings, weekends, and holidays, attend meetings, seminars and conferences during or after work hours, travel out of town. Participate in an after-hours emergency response program for on-call and callback assignments. Consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
HUMAN RESOURCE GENERALIST

DEFINITION

Under the supervision of the Assistant Chief of Administration, performs difficult and confidential programmatic, technical, complex and specialized support work requiring the regular use of independent judgment and initiative, and performs related work as required. The work may include providing direction to other office support staff.

Distinguishing Characteristics: This position requires advanced, journey-level work with well-developed skills, technical knowledge of district policies, procedures, employment laws, and activities related to Human Resource functions.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Performs difficult, complex, confidential, technical, and/or specialized office support work, which requires the exercise of independent judgment, the application of technical skills, and a detailed knowledge of the activities and procedures specific to supporting the Administrative Assistant Chief. Provides administrative support to the Administrative Assistant Chief in the handling of confidential, sensitive and often controversial information about issues involving labor-management relations, litigation, disciplinary actions, health and safety regulations, salary and benefits administration, recruitment and selection, interpretation of District administrative policies and procedures, and employee communications. Prepares personnel related federal and state forms. Maintains I-9 records, EDD reporting, and employee emergency contact records. Prepares and processes Workers’ Compensation paperwork and maintains reporting systems. Maintains confidential personnel files and computer database files for Worker’s Compensation, leave benefit accruals, and personnel data. Prepare, process, and maintain reporting systems for FMLA, CFRA, and PDL leaves of absence. Provide comparative salary/compensation survey information, including project research and staff report. Researches and makes recommendations regarding issues in aspects of human resources practices and procedures. Identifies potential personnel issues, conduct analysis, make recommendations and/or provide advisement to upper management, and suggest alternate strategies. Prepares and directs the preparation of a variety of written correspondence, agendas, reports, procedures, ordinances and other written materials. Administers and coordinates District Performance Impact appraisal program, including maintenance of database and records.
Skill to: Initiate and organize work, coordinate projects, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction. Exercise sound independent judgment within established policy and procedural guidelines. Perform varied, detailed, and confidential office administrative and secretarial support work in an independent manner. Assign, direct and review the work of others. Proofread materials for accuracy, completeness, format, and use English, including grammar, punctuation and spelling. Using English effectively to communicate in person, over the telephone, and in writing. Use word processing, spreadsheet and other office administrative software with sufficient speed and accuracy to perform the work within established timelines. Prepare accurate and effective reports, correspondence, informational packets, contracts and other written materials. Establish and maintain effective and positive working relationships with those contacted in the course of the work. Make accurate arithmetic and statistical calculations. Maintain office files with speed and accuracy.

Physical Characteristics: While performing the duties of this job, the employee is frequently required to use hands and fingers to, handle or grasp objects, type on a keyboard, manipulate office equipment. The employee is frequently required to sit, stand, and walk. The employee is occasionally required to reach with hands and arms, kneel, crouch, or squat.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

The employee must have the ability to: drive a vehicle, operate a personal computer, read small print on documents, hear and speak well enough to communicate over the telephone and in person.

Other Characteristics: Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, may be required to attend meetings, seminars, and conferences during or after work hours; consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

MINIMUM QUALIFICATIONS

Knowledge of: Codes, regulations, policies, and procedures related to Human Resources. Business letter writing and the standard format for reports and correspondence. Basic supervisory principles and practices. Records management principles and practices. Standard office administrative practices and procedures, including filing and the use of standard office equipment. Computer applications related to the work, including word processing, basic spreadsheet and other office administrative applications. Business arithmetic and basic statistical techniques. Techniques for dealing effectively with the public and District staff, in person and over the telephone.
**Experience:** Six years of proven experience in recruitment, compensation, benefits, employee relations, employee development, personnel research, policy development and interpretation, HRIS, payroll integration and general HR systems. Related experience in Special District environment desirable.

**Education:** Bachelor of Art/Science degree, PHR/SPHR Certificate, or combination preferred, along with other applicable human resource certifications.

**License:** Possession of a valid California Driver's License.

**Certification:** None required.
OFFICE ASSISTANT

DEFINITION

Under the direction of the Human Resource Technician, this experienced classification performs varied clerical and secretarial work involved in the management of the front office reception, and other duties as required. Provides varied administrative functions and support to the Human Resources Technician, as assigned. The Office Assistant position is the entry-level position into the office administrative series. No lead or regular supervisory responsibilities are required. Specific job duties will vary with the desk responsibilities as assigned.

ESSENTIAL FUNCTIONS

To perform the duties of this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential job functions.

Skill In:

Acting as receptionist, answering the telephone for District or organizational unit assigned; determine the nature of the visit or the call; direct callers and visitors to the proper office or take messages as required. Performing varied and detailed office work in an independent manner. Type at a corrected rate of 50 wpm, use of 10-key. Using word processing, spreadsheet and other office administrative software with sufficient speed and accuracy to perform work within established timelines. Making accurate arithmetic and statistical calculations. Proofreading materials for accuracy, completeness, format, and English usage, including grammar, punctuation, and spelling. Using English effectively to communicate in person, over the telephone, and in writing. Maintaining accurate and complete office files. Organizing work, setting priorities, meeting critical deadlines, and following-up on assignments with direction from supervisor. Establishing and maintaining effective and positive working relationships with those contacted in the course of the work. Using patience, courtesy, and tact in dealing with the public and coworkers. Follow established policies and procedures in the performance of your duties. Preparing accurate and effective reports, correspondence, informational packets, contracts and other written materials.

Examples of Duties:

Acts as the Fire District receptionist; receives and screens visitors, distributes and collects visitor I.D. badges. Answers telephone calls, directs the caller to the proper office or person,
and/or provides information regarding general fire district information including: weed abatement, CPR, fees, inspection procedures and the plan review process, which may require the application and explanation of rules, policies, and procedures. Receives, stamps and distributes mail. Sends, receives and distributes UPS and Federal Express packages and mail; maintains supply of postage stamps and postage in mail machine. Changes videotape in security monitor recorder on a weekly basis. Backup computer daily. Processes and scans documents for both Fire Prevention and Administration. Receives, logs-in and distributes plans, notifies applicants for plan pick-up and disperses plans. Process weed abatement correspondence and updates program database. Produces District newsletter. Assists Human Resources Technician with varied clerical and secretarial support, and office duties. Collects fees and distributes receipts for fire prevention services; files monies and updates Sunpro records. Collates payroll checks and accounts payable checks. May collect and account for fees and other monies collected. Distributes paychecks on the 10th and 25th day of each month. Assists the Executive Assistant with preparation of Board of Directors agenda packets. Assists the Executive Assistant with annual retiree’s notification of benefit statement. Updates main phone extension list and employee roster list.

**Physical Characteristics:**

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. While performing the duties of this job, the employee is regularly required to walk, sit, and stand. The employee is frequently required to use hands to finger, handle, or fell objects, or controls and reach with hands and arms. The employee is occasionally required to bend, stretch, stoop, or kneel. The employee must occasionally lift and/or move up to 20 pounds.

While performing the duties of the job, the employee normally works in a typical office environment. The noise level in the work environment is usually moderate. The temperature and climate in the work environment is controlled.

**Other Qualifications:**

Must be available to report for work on a regular and consistent basis and maintain an acceptable attendance record in accordance with District policy. The employee may occasionally be required to work overtime and attend meetings, seminars, or conferences during or after normal work hours. Must wear the approved uniform and comply with office grooming standards according

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Standard office practices and procedures, including filing and the use of standard office equipment. Computer applications related to the work, including word processing, basic spreadsheet and other office administrative applications. Proper English including spelling, grammar, punctuation, and vocabulary. Basic arithmetic and mathematics.
Techniques for dealing effectively with the public and District staff, in person and over the telephone.

**Experience:** Two years of responsible office administrative or secretarial experience. Completion of related technical or college coursework may be substituted for the experience on a year-for-year basis to a maximum of one year. Experience in working in a public agency setting is desirable.

**Education:** Possession of a high school diploma, G.E.D. equivalency, supplemented by word processing and business courses.

**License:** Possession of a valid California Driver’s License.

**Certification:** Candidates must provide certification of proficiency in word processing and computer software.
ADMINISTRATIVE SERVICES DIRECTOR

DEFINITION

Under administrative direction, leads, manages, plans, organizes, coordinates, and provides administrative direction and oversight for all functions and activities of the Administrative Services Department, including finance, accounting, payroll, purchasing, employee relations, labor relations, recruitment and selection, employee relations, job analysis and classification, compensation and benefits strategy development and administration, employee performance appraisal, performance management systems, recognition systems, and risk management. Also includes the execution of organizational development, strategy planning and goal monitoring systems for the District. Coordinates assigned activities with other District departments, officials, outside agencies, and the public; fosters cooperative working relationships among District departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to District management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Fire Chief. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over supervisory, professional, technical, and clerical staff.

CLASS CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Administrative Services Department, including short- and long-range planning and development and administration. This class provides assistance to the Fire Chief in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, labor relations and negotiations, personnel benefits and conditions of employment administration, finance, District functions and activities, including the role of the Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Administrative Services Department; establishes, within District policy, appropriate service and staffing levels.
- Manages and participates in the development and administration of the department’s budget; directs the forecast of additional funds needed for staffing, equipment and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance appraisals; provides for or coordinates staff training; works with...
employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Contributes to the overall quality of the department’s service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Coordinates the administration of the annual budget for the District, provides for financial forecasting and planning; tracks the adopted budget and prepares periodic budget reviews for submission to District departments.

- In concert with the Finance Supervisor, coordinates the administration of the District’s central budgeting, accounting, and financial reporting practices; evaluates accounting procedures and financial controls; responds to and implements audit recommendations.

- Assists the Fire Chief and Finance Supervisor in managing the District’s investment portfolio; ensures that investments meet the District’s policy guidelines and that adequate cash is available to meet obligations; prepares periodic reports regarding investments to the Board of Directors; performs District Treasurer duties in the absence of the Fire Chief.

- Coordinates the administration of revenue collection programs including tax assessments, ambulance fees, and other sources.

- Coordinates the administration of and participates in all activities related to the District’s accounting function, including the accounting system, payroll, accounts payable, processing and issuance of checks and cash receipts.

- Coordinates and assures the effective implementation of recruitment, testing, and selection strategies and processes; ensures equal employment opportunity for all candidates.

- Coordinates the performance of job analysis and classification studies; conducts compensation studies and develops compensation and benefit strategies.

- Plans, manages, directs and oversees employee and labor relations activities; provides assistance to management, supervisors, and staff in the interpretation of personnel policies and procedures and the processing of grievances.

- Administration of District benefit plans; coordinates orientation and enrollment of new employees; acts as liaison with benefit carriers to address claims or issues; reviews and coordinates payment of employee insurance premiums; direct and coordinate works with the third-party administrator to process claims and administer the workers’ compensation program.

- Clarifies, interprets, ensures compliance with, and suggests changes to Personnel Rules and Regulations, District policies and procedures, Memoranda of Understanding, and other pertinent rules and regulations; discusses and negotiates MOU’s and a variety of other issues with the employee associations.

- Coordinates employee development, training, work evaluation, and recognition programs. Represents the Administrative Services Department to other District departments and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.

- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.

- Negotiates contracts and agreements; coordinates with legal counsel and District department representatives to determine District needs and requirements for contractual services.

- Participates in and makes presentations to the Board of Directors and a variety of other commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of Finance and Human Resources.

- Maintains and directs the maintenance of working and official departmental files.

- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Fire Chief.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Work with management team regarding development, implementation and execution of the District’s Strategic Plan.
- Performs other duties as assigned.

QUALIFICATIONS

In general, the Administrative Services Director will need the following skills, knowledge, and attributes to be successful in fulfilling the responsibilities of the position:

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- 8 process areas of Human Resources Management (employment, employment law, training and development, health and safety, compensation and benefit administration, employee relations, labor relations, human capital management, strategic HR Management)
- Federal and State EEO guidelines and policies
- Federal and State Wage and Hour Laws
- Labor Relations policies, procedures and practices
- Public Sector Civil Service policies, practices and procedures
- Public Agency health and welfare systems practices and procedures
- HIPPA
- Public agency budgetary, contract administration, District-wide administrative practices; and general principles of risk management related to the functions of the assigned area.
- Applicable Federal, State, and local laws, codes and regulations.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of government administration.
- Methods and techniques for writing and presentations, contract negotiations, business correspondence, information distribution, and research and reporting.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation and the training of staff in work procedures.
- Strategic Planning and Organizational Development
- Performance Management Systems
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and District staff, in person, and over the telephone.
- General knowledge and working understanding of the Fire Service systems and procedures in the areas of suppression, prevention and administration.
Knowledge of basic accounting/finance principles, procedure, practices and methods used in governmental accounting and financial management; federal, state and local laws and regulations impacting financial affairs of an independent special district; GASB rules; working knowledge of basic financial reports (i.e., income statements, balance sheets, cash flow, budget reports, quarterly filings, etc.); financial forecasting; and budgeting.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the Department and the District.
- Coordinate the preparation of and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of District programs and administrative activities.
- Conduct effective negotiations and effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

REQUIRED EXPERIENCE

Ten years of management or administrative experience in finance and/or human resources administration preferably in a municipal agency.
REQUIRED EDUCATION

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration, accounting, finance, or a related field.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

REQUIRED CERTIFICATION

No certification is required, although the following are desired:

- Certified Public Accountant’s or Certified Management Accountant certification
- ARM designation, SPHR

REQUIRED LICENSE

Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing and able to work regular and emergency overtime, as required. Employees must also comply with office grooming standards, and wear approved uniform.
ASSISTANT FIRE CHIEF

DEFINITION

In alignment with the District’s strategic plan and operational initiatives, the Assistant Fire Chief is primarily responsible for analyzing, developing, leading, and implementing comprehensive, effective programs that will provide the highest level of service and protection to the community. The Assistant Fire Chief reports directly to the District Fire Chief and may assume command of the District in the absence of the Fire Chief.

The District operates with two distinct operational positions for Assistant Fire Chief: Operations and Support Services. Each position is primarily responsible for specific duties related to the operational assignment. However, each position may be required to perform any or all of the duties and essential functions described below. The responsibilities of the Assistant Fire Chief will fall into four primary categories: Strategic Direction – Implement strategic direction through the identification and achievement of organizational, operational, training, and staffing objectives which are fiscally sound and closely aligned with the District’s budgetary resources and strategic initiatives; Operational Management – Actively direct and manage the achievement of all District operational, support services and/or emergency response initiatives while maintaining the District’s 24-hour operational readiness and ability to respond safely to calls; Personnel Management - Promote and ensure the performance excellence of suppression and/or support personnel through interactive performance management, progressive training programs, and motivational leadership; Public Relations – Act as a high level representative for the District in external interactions with the media, civic organizations, citizens, and other governmental agencies for the dissemination of fire service and District related information, coordination of inter-agency emergency response coverage, and the establishment of cooperative working relationships to assist in achieving District operational objectives.

Distinguishing Characteristics: A person in this position, working within the framework of District policy, Strategic Plan, Business Plan, and Core Values, must be a knowledgeable, highly competent professional with exceptional organizational and communication skills, a command presence, and an ability to effectively set the operational direction for the District. This person must also possess the ability to motivate and mentor others to fully engage and continually enhance their ability to safely and efficiently deliver service and fulfill the District’s mission.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Works with District management teams to evaluate District emergency response operations and support strategies and proactively develops and implements short-term and long-term initiatives...
to ensure operational excellence and to keep pace with industry standards and practices within confines of available resources; negotiates, implements, and maintains inter-agency mutual aid and automatic aid agreements and relationships; maintains a high level of industry acumen by staying abreast of developments and innovations related to all aspects of emergency response operations and support; directs the development and updating of operational policies and procedures and related policy manuals; regularly provides leadership, direction, and communication to Operations and/or Support Services personnel regarding District initiatives, emergency response services, fire company operations, and the resolution of operational and/or support issues and concerns; prepares departmental budget and manages budgetary expenditures; in conjunction with other District managers, plans, directs, and tracks various programs, activities, and special projects to ensure meeting established objectives; investigates accidents and complaints and ensures adherence to District policies and procedures as well as performance standards; regularly provides leadership and direction to various divisions to assist in the development and implementation of required programs; coordinates procurement, utilization, and maintenance of District and/or emergency operations related equipment; serves as IC at major emergencies; provides direction and assists in goal setting for various special teams; may oversee the management of the District’s information technology (IT) and communications infrastructure; consistently communicates and enforces District policies, procedures, and safety standards in order to maintain a disciplined, highly performing staff; in conjunction with the other District management staff, plans, coordinates, and maintains progressive, comprehensive programs to prepare personnel for emergency and non-emergency response duties, correct performance deficiencies, provide professional development opportunities, and meet industry requirements; regularly reviews staff performance levels and facilitates an interactive process to address any performance concerns at a division and/or individual level; assists in the achievement of the District’s overall mentorship and succession planning initiatives; writes and conducts employee performance appraisals, providing positive coaching and counseling, and related career development counseling; participates in discussions and negotiations with labor union to assist in the facilitation of mutually beneficial outcomes; organizes, makes presentations to, participates in, and/or chairs various government, civic, educational, or business committees; provides liaison with other fire service organizations; makes presentations and recommendations to the Board of Directors regarding operational matters; interacts with the media, providing information and responding to inquiries.

**Skill to:** Function at both a strategic and tactical level, working in conjunction with District personnel to objectively analyze data/issues, forecast needs, draw conclusions, identify potential solutions, project consequences of proposed actions, effectively implement recommendations; effectively lead project teams and coordinate complex programs, utilizing highly developed project management, written/verbal communication, and presentation skills; establish and operate an emergency command post and function as Incident Commander within the Incident Command System at major fires and emergencies; plan, develop, and implement goals, objectives, policies, and procedures to ensure operational excellence; establish and maintain effective internal and external working relationships; develop, direct, and manage the activities and capabilities of subordinate personnel; prepare and administer budgets, monitor and approve expenditures; make sound decisions and facilitate implementation in accordance with laws, ordinances, rules, regulations, departmental policies and procedures, labor agreements; utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and priority setting; utilize excellent organizational skills with ability to work well under pressure of deadlines and constantly changing conditions.
priorities; fortitude to remain clear-headed and diplomatic in stressful situations; lead and grow a
division through dynamic leadership, mentorship, positive motivation, and employee
development.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently
required to use hands to finger, handle or feel objects, tools, or controls. The employee is
occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop,
kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required
by this job include close vision, distance vision, color vision, peripheral vision, depth perception,
and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print
on documents and maps, detect subtle shades of color, hear and speak well enough to communicate
over the telephone, radio and in person at distances up to 50 feet over the noise of equipment; voice
volume and speech clarity to command during emergency operations; must be physically fit enough
to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates,
load and unload vehicles, and work outdoors for long periods of time in all types of weather
conditions; safely wear and work in a self-contained breathing apparatus (SCBA) without medical
or physical restrictions; stamina to perform administrative functions and to meet physical and
mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outdoors, which may
include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee
may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but
not limited to, heights, confined spaces, temperature extremes, crowds, loud noises, limited
visibility, the presence of hazardous materials, in the presence of victims of death and/or
dismemberment.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to
accomplish the job requirements, remain awake for long periods of time (including 24 hour periods)
under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars, and
conferences during or after work hours, travel out of town or out of state for several days at a time,
work under adverse conditions such as those inherent in emergency fire fighting situations,
consistently follow through with duties/assignments and work harmoniously with subordinates and
superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an
acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Modern administration principles, practices, and terminology related to public
administration and autonomous Fire District operations; principles and implementation
requirements of the Incident Command System in all disciplines; fire prevention, investigation
principles, building code inspection, and enforcement processes; theory, principles, and practices, of
enlightened fire service management and leadership; principles, practices, and emerging trends of
modern firefighting and emergency operations, including wildland urban-interface, fire
suppression/attack, rescue systems, hazardous materials programs, EMS programs, safety programs; knowledge and application of related ordinances, laws, rules and regulations, national codes and standards; knowledge of state-wide mutual aid strategies, systems, and agreements; knowledge of effective training and communication techniques; good grasp of fire apparatus design, construction, maintenance, and safety factors and California vehicle code as it relates to emergency operations; general facility maintenance requirements; principles and practices of effective labor relations and conflict resolution; principles and practices of effective program development and administration; modern fire service technology and communication equipment, personal computer operating systems and software applications, particularly Windows; knowledge of local government budgeting and accounting; divisional budget preparation and administration; contract negotiations, bidding, purchasing.

**Education:** A Bachelor of Arts/Science degree from an accredited college or university completed.

*OR*

*Internal Candidates:* Associate of Arts/Science Degree in fire science or related field from an accredited college or university completed and a Bachelor of Arts/Science degree from an accredited college or university in progress.

**Experience:** Ten years progressively responsible fire service experience with a minimum of two years at the Battalion Chief level.

*Internal Candidates:* Five years in the position of Fire Captain, Training Captain, or Deputy Fire Marshal with the District.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

**Certification:** California State Board of Fire Services Chief Officer Certification.

*Internal Candidates:* California State Board of Fire Services Chief Officer Certification courses completed.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

**Residency:** Proximity to the District may be a consideration for final selection. Establishment of residency within the District boundaries may be required within the first year of employment.
ASSISTANT FIRE CHIEF - OPERATIONS

DEFINITION

In alignment with the District’s strategic plan and operational initiatives, the Assistant Fire Chief of Operations is primarily responsible for analyzing, developing, and implementing a comprehensive, effective emergency operations program that will provide the highest level of service and protection to the community. The Assistant Fire Chief of Operations reports directly to the District Fire Chief and may assume command of the District in the absence of the Fire Chief.

The responsibilities of the Assistant Fire Chief of Operations will fall into four primary categories: Operations Strategic Direction – Implement the strategic direction for the Operations Division through the identification and achievement of organizational, operational, training, and staffing objectives which are fiscally sound and closely aligned with the District’s budgetary resources and strategic initiatives; Operations Management – Actively direct and manage the achievement of all District operational and emergency response initiatives while maintaining the District’s 24-hour operational readiness and ability to respond safely to calls; Personnel Management - Promote and ensure the performance excellence of suppression personnel through interactive performance management, progressive training programs, and motivational leadership; Public Relations – Act as a high level representative for the District in external interactions with the media, civic organizations, citizens, and other governmental agencies for the dissemination of fire service and District related information, coordination of inter-agency emergency response coverage, and the establishment of cooperative working relationships to assist in achieving District operational objectives.

Distinguishing Characteristics: A person in this position, working within the framework of District policy and Core Values, must be a knowledgeable, highly competent professional with exceptional organizational and communication skills, a command presence, and an ability to effectively set the operational direction for the District. This person must also possess the ability to motivate and mentor others to fully engage and continually enhance their ability to safely and efficiently deliver service and fulfill the District’s mission.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Works with District and Operations management teams to evaluate District emergency response operations and strategies and proactively develops and implements short-term and long-term initiatives to ensure operational excellence and to keep pace with industry standards and
practices within confines of available resources; negotiates, implements, and maintains inter-
agency mutual aid and automatic aid agreements and relationships; maintains a high level of
industry acumen by staying abreast of developments and innovations related to all aspects of
emergency response operations; directs the development and updating of operational policies and
procedures and related policy manuals; regularly provides leadership, direction, and
communication to Operations personnel regarding District initiatives, emergency response
services, fire company operations, and the resolution of operational issues and concerns; prepares
Operations budget and manages Operation’s budgetary expenditures; in conjunction with shift BC’s
and Training DC, plans, directs, and tracks operational and training programs, activities, and special
projects to ensure meeting established objectives; investigates accidents and complaints and ensures
adherence to District policies and procedures as well as performance standards; regularly provides
leadership and direction to the EMS and Training Divisions to assist in the development and
implementation of required programs; coordinates procurement, utilization, and maintenance of
emergency operations related equipment; serves as IC at major emergencies; provides direction
and assists in goal setting for the USAR, HazMat, and various other special teams; consistently
communicates and enforces District policies, procedures, and safety standards in order to
maintain a disciplined, highly performing suppression staff; in conjunction with the Operations
management staff, plans, coordinates, and maintains a progressive, comprehensive training
program to prepare personnel for emergency response duties, correct performance deficiencies,
provide professional development opportunities, and meet industry requirements; regularly
reviews suppression performance levels and facilitates an interactive process to address any
performance concerns at a division and/or individual level; assists in the achievement of the
District’s overall mentorship and succession planning initiatives as they relate to Operations;
writes and conducts employee performance appraisals, providing positive coaching and counseling,
and related career development counseling; participates in discussions and negotiations with labor
union to assist in the facilitation of mutually beneficial outcomes; organizes, makes presentations to,
participates in, and/or chairs various government, civic, educational, or business committees;
provides liaison with other fire service organizations; makes presentations and recommendations to
the Board of Directors regarding operational matters; interacts with the media, providing
information and responding to inquiries.

**Skill to:** Function at both a strategic and tactical level, working in conjunction with District
management team and Operations personnel to objectively analyze data/issues, forecast needs, draw
conclusions, identify potential solutions, project consequences of proposed actions, effectively
implement recommendations; effectively lead project teams and coordinate complex programs,
utilizing highly developed project management, written/verbal communication, and presentation
skills; establish and operate an emergency command post and function as Incident Commander
within the Incident Command System at major fires and emergencies; plan, develop, and implement
goals, objectives, policies, and procedures to ensure operational excellence; establish and maintain
effective internal and external working relationships; develop, direct, and manage the activities and
capabilities of subordinate personnel; prepare and administer budgets, monitor and approve
expenditures; make sound decisions and facilitate implementation in accordance with laws,
ordinances, rules, regulations, departmental policies and procedures, labor agreements; utilize
computers and computer software for information retrieval, analysis and planning, records
management, status tracking, report and memo writing, time management, and priority setting;
possess excellent organizational skills with ability to work well under pressure of deadlines and
constantly changing priorities; fortitude to remain clear-headed and diplomatic in stressful situations; lead and grow a division through dynamic leadership, mentorship, positive motivation, and employee development.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools, or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over the noise of equipment; voice volume and speech clarity to command during emergency operations; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles, and work outdoors for long periods of time in all types of weather conditions; safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions; stamina to perform administrative functions and to meet physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outdoors, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, crowds, loud noises, limited visibility, the presence of hazardous materials, in the presence of victims of death and/or dismemberment.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars, and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Modern administration principles, practices, and terminology related to public administration and autonomous Fire District operations; principles and implementation requirements of the Incident Command System in all disciplines; fire prevention, investigation principles, building code inspection, and enforcement processes; theory, principles, and practices of
enlightened fire service management and leadership; principles, practices, and emerging trends of modern firefighting and emergency operations, including wildland urban-interface, fire suppression/attack, rescue systems, hazardous materials programs, EMS programs, safety programs; knowledge and application of related ordinances, laws, rules and regulations, national codes and standards; knowledge of state-wide mutual aid strategies, systems, and agreements; knowledge of effective training and communication techniques; good grasp of fire apparatus design, construction, and safety factors and CA vehicle code as it relates to emergency operations; principles and practices of effective labor relations and conflict resolution techniques; principles and practices of effective program development and administration techniques; modern fire service technology and communication equipment, personal computer operating systems and software applications, particularly Windows; knowledge of local government budgeting and accounting; divisional budget preparation and administration; contract negotiations, bidding, purchasing.

**Experience:** Five years in the position of Fire Captain or Training Captain.

**Education:** A Bachelor of Arts/Science Degree from an accredited college or university completed.

**OR**

A Bachelor of Arts/Science Degree from an accredited college or university in progress and an Associate of Arts/Science Degree from an accredited college or university completed.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

**Certification:** California State Board of Fire Services Chief Officer Certification courses completed.
**EXECUTIVE ASSISTANT**

**DEFINITION**

The Executive Assistant to the Fire Chief and Board of Directors is an advanced, journey-level office administrative classification. The responsibilities of the Executive Assistant include providing administrative support to the Fire Chief, providing administrative support to the Board of Directors, coordinating the health benefits program for active and retired employees, performing other duties as required. This position reports directly to the Fire Chief.

**Distinguishing Characteristics:** A person in this position, working within the framework of District policy and Core Values, must possess a high level of maturity, professionalism, individual initiative, confidentiality, and discretion. This person must also possess well-developed office skills and the ability to independently apply knowledge of technical and specialized rules, regulations, policies, procedures, and activities related to supporting the Fire Chief and the Board of Directors.

**ESSENTIAL FUNCTIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Example of duties:**

**Support of Fire Chief:** Maintains the Fire Chief’s calendar and appointment schedules, arranges meetings and conferences for the Fire Chief, and makes travel arrangements for the Fire Chief; receives and screens visitors and telephone calls and provides information requiring the use of judgment and the interpretation of policies; at the request of the Fire Chief, represents the District or acts as liaison for the District, in a professional and courteous manner, to the public, business associates, Board members, Assistants to various City Managers, and other agencies; acts as Public Information Officer and Liaison to the press and other local governmental agencies; creates, proofreads, and/or edits materials and correspondence prepared by other staff members for the Fire Chief’s signature, as well as materials and correspondence prepared by the Fire Chief, for consistency with administrative policy as well as accuracy, completeness, format, and English usage, including grammar, punctuation, and spelling; researching and assembling information from a variety of sources for the preparation of reports or completion of forms; uses spreadsheets and may make arithmetic and statistical calculations; performs difficult, complex, confidential, technical, and/or specialized office support work, which requires the exercise of independent judgment, the application of technical skills, and a detailed knowledge of the activities and procedures specific to supporting the Fire Chief and Board of Directors; receives and reviews forms, drawings, and other materials for completeness and processes and routes such documents as appropriate; attends to a variety of office administrative details, such as
keeping informed of District activities, transmitting information, opening and distributing mail for Fire Chief, preparing contracts and agreements, taking notes at various meetings, maintaining accurate records and files and serving on various task forces and committees; provides follow-up on assignments given to management staff by the Fire Chief and provides status report to the Fire Chief; tracks the overall status of the tasks associated with the Strategic Plan and coordinates periodic meetings for the Strategic Plan Committee; assists with budgeting for the Fire Chief’s cost center; acts as the contact/resource person for departmental policy matters often involving application of Board governance laws and regulations; administers the Volunteer Firefighter Length of Service Award Program; acts as historian for the District and maintains historical records; coordinates community newsletter bi-annually; copy Fire Chief and Board related documents into document imaging system; schedules usage of Old School House property; notarizes District documents as needed.

**Support of Board Of Directors:** Prepares for and attends Board meetings and arranges for meetings by scheduling rooms, notifies participants, prepares agendas and agenda packets, and ensures that information is compiled and duplicated, posts meeting notices, prepares summary or action minutes of such meetings; ensures accurate and up-to-date filing of Board meeting records, originals of agendas, original records for District resolutions and ordinances and keeps a current list of documents by resolutions and ordinance number. Prepares resolutions as required; arranges committee meetings for Board members, schedules workshops and other events/meetings; notifies appropriate agencies of changes in the appointment of Board members; assists with registration and travel arrangements for Board members when attending various District related functions, events, seminars, or conferences; assists with the election of Board members in either a general election or an appointment due to vacancy; prepares correspondence, reports, forms, and specialized documents; informs the press of activities/events the Board desires to be publicized.

**Coordination of Health Benefits:** Processes all benefit enrollment and benefit change forms for active employees for medical, dental, vision, employee assistance and life insurance plans; administers the District’s self-funded vision plan; reviews benefits package with new employees during orientation; administers retirees’ health benefits program, including transfers from active status to retiree status, preparation of annual retiree benefit statements, and notifications of new monthly premium amounts; updates beneficiary changes for active employees and retirees; enters additions, changes, deletions into the respective carrier’s on-line programs; maintains receipt log for retiree premium payments and any COBRA premium payments; administers COBRA as required through initial notification as well as the administration of COBRA coverage; reviews and audits monthly benefits statements and processes respective payments, supplying Finance with information as necessary; conducts annual open enrollment for benefits programs; answers general benefits questions for active employees and retirees or directs them to the appropriate providers when necessary.

**Skill to:** Perform varied and confidential office administrative and clerical support work in an independent manner with an emphasis on attention to detail and exceptional quality; handle confidential and sensitive information discreetly and professionally; be punctual, reliable, personable, professional; assign, direct, and review the work of others; use word processing, spreadsheet and other office administrative software with sufficient speed and accuracy to
perform the work within established timelines; make accurate arithmetic and statistical
calculations; create, proofread, and/or edit materials for accuracy, completeness, compliance
with District policies, format, and English usage, including grammar, punctuation, and spelling;
maintain accurate and complete files; initiate and organize work, coordinate projects, set
priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction;
assimilate, synthesize, and present complex information utilizing proper communication
standards; communicate professionally and effectively, both verbally and in writing, with co-
workers, officials, and the general public to exchange or convey information and to receive work
direction; effectively utilize techniques for dealing with a variety of individuals from various
socio-economic, cultural, and ethnic backgrounds, in person and over the telephone; exercise
sound independent judgment within established policy and procedural guidelines; prepare
accurate and effective reports, correspondence, informational packets, contracts and other written
materials; utilize superior organizational, project management, problem solving, and multi-
tasking skills; maintain composure and function effectively in stressful circumstances; develop
relationships to maintain organizational awareness while not compromising confidentiality.

Physical Characteristics: While performing the duties of this job, the employee is frequently
required to use hands and fingers to, handle or grasp objects, type on a keyboard, manipulate office
equipment. The employee is frequently required to sit, stand, and walk. The employee is
occasionally required to reach with hands and arms, kneel, crouch, or squat.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required
by this job include close vision, distance vision, color vision, and the ability to adjust focus.

The employee must have the ability to: drive a vehicle, operate a personal computer, read small
print on documents, hear and speak well enough to communicate over the telephone and in person.

Other Characteristics: Must be willing and have the ability to work such hours as are necessary
to accomplish the job requirements; may be required to attend meetings, seminars, and conferences
during or after work hours; consistently follow through with duties/assignments and work
harmoniously with subordinates and superiors; wear approved uniform. Report for work on a
regular, consistent basis and maintain an acceptable attendance record in accordance with District
policy.

MINIMUM QUALIFICATIONS

Knowledge of: Codes, regulations, policies, and procedures related to assisting the Fire Chief
and Board of Directors; knowledge of Board governance issues and laws; business letter writing
and the standard format for reports and correspondence; basic supervisory principles and
practices; records management principles and practices; standard office administrative practices
and procedures, including filing and the use of standard office equipment; computer applications
related to the work, including word processing, basic spreadsheet and other office administrative
applications; business arithmetic and basic statistical techniques; knowledge of general benefits
administration desirable; knowledge of COBRA administration desirable.
**Experience:** Four years of responsible office administrative or clerical experience and experience working with senior level administrators and a publicly elected Board of Directors. Experience in working in a public agency setting.

**Education:** Equivalent to completion of Associates of Arts/Science degree (60 semester units or 90 quarter units). Additional experience as outlined above may be substituted on a year-for-year basis for the educational requirement.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

**Certification:** Notary.
FIRE CHIEF

DEFINITION

This executive level position serves as the head of the Fire District and assumes total management responsibility for the overall management of the Fire District. This position reports to and serves at the discretion of the Board of Directors.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Establishes District goals, strategic objectives, and priorities; directs all activities necessary to provide fire protection and building code enforcement for the District; develops policies, rules, and procedures for the effective operation of the District; prepares and administers the District's fiscal budgets, operations, and capital improvements and administers the investment of District funds; coordinates District activities with other cities, districts, and outside agencies; provides administrative direction to activities relating to the effective utilization of personnel and the care and maintenance of District facilities and equipment; directs the enforcement of state regulations, laws, codes, and local ordinances relating to fire prevention, building/fire inspections and safety; manages the selection, development, and discipline of personnel; directly supervises officers responsible for District operations, planning and research, fiscal control, disaster preparedness, managing safety, maintaining fire water supply, communications, maintenance of equipment, buildings and grounds, and fire operations; responds to general alarm fires to direct fire suppression and fire cause investigation activities; directs the preparation of equipment specifications and confers with representatives of equipment manufacturers regarding new equipment; oversees the development of and participates in training programs for fire and building inspection personnel; speaks before various civic, business, and educational groups; prepares correspondence and directs the preparation and maintenance of District records and reports; manages hazardous materials plan and coordinates implementation; implements the incident command system; complies with fire apparatus safety regulations and retro-fitting; uses personal computer to perform word processing and spreadsheet functions.

Skill to: Effectively formulate and administer sound District policy in the areas of general fire science, development-related issues, hazardous materials, emergency planning, incident command theory, building code enforcement, fire master planning including city/county/district interrelationships; supervise the management of major fires; analyze fire and community issues and plan philosophies, goals, objectives, policies and procedures which are tangible, achievable, and measurable to meet needs; establish and maintain effective public relations; determine community
needs; understand the purposes and processes of fire/building inspection; plan, assign, direct, develop, and control the activities of subordinate personnel; exercise sound judgment, tact, resourcefulness, and leadership in handling the administration of District personnel and in dealing with city officials, outside agencies, the public and the press; analyze District administrative problems and suggest alternatives and solutions; properly interpret and make decisions in accordance with laws, regulations, ordinances and policies; prepare and control budget; communicate effectively both orally and in writing; utilize personal computers and computer software to perform word processing and spreadsheet functions; work well under pressure to meet deadlines.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand, walk, sit, or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over the noise of equipment; voice volume and speech clarity to command during emergency operations; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles, work outdoors for long periods of time in all types of weather conditions, and safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions; stamina to perform administrative functions and to meet physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outside, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, in confined spaces, at temperature extremes, around crowds, with loud noises, with limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, wear approved uniform, work under adverse conditions such as those inherent in emergency fire fighting situations.
MINIMUM QUALIFICATIONS

Knowledge of: Modern administrative techniques, principles, practices, and procedures particularly as applied to the overall management of autonomous fire district; supervision principles and practices; operating principles, practices and techniques of fire fighting, fire prevention and building code enforcement; applicable ordinances, building and fire codes, laws, and regulations; building inspection operations; fire district rules and regulations; operation of and applications for personal computers; budget preparation and control; hazardous materials management; incident command system; fire apparatus safety compliance regulations; labor relations techniques; effective training programs and techniques; local geography and fire fighting resources; personal computer operating systems and software applications.

Experience: Five years of increasingly responsible management-level experience in municipal fire fighting and prevention with three years in a command position.

Education: A Bachelor of Arts/Science Degree from an accredited college or university completed.

License: Possession of a valid California Driver's License.

Certification: California State Board of Fire Services Chief Officer Certification completed.

Submit for a Qualifications Appraisal by Board of Directors.
DIVISION CHIEF - FIRE MARSHAL

PRIMARY RESPONSIBILITIES:

In alignment with the District’s strategic plan and Fire Prevention initiatives, the Fire Marshal is primarily responsible for developing and managing a comprehensive, effective fire prevention program. The position is responsible for overseeing such programs as construction and code enforcement inspections, plan review, fire investigations, weed abatement, public education, and public relations. Performs other duties as required. The Fire Marshal reports directly to the District Fire Chief.

The responsibilities of the Fire Marshal will fall into five primary categories: Fire Prevention Strategic Direction – Implement the strategic direction for the Fire Prevention Division through the identification and achievement of organizational, operational, fire prevention, and staffing objectives which are fiscally sound and closely aligned with the District’s budgetary resources and strategic initiatives; Fire Prevention Management – Actively develop, direct, and manage the achievement of all District Fire Prevention and public education initiatives; Personnel Management - Promote and ensure the performance excellence of fire prevention personnel through interactive performance management, progressive training programs, and motivational leadership; Public Relations – Act as a high level representative for the District in external interactions with the media, civic organizations, citizens, and other governmental agencies for the dissemination of Fire Prevention and District related information, and the establishment of cooperative working relationships to assist in achieving District Fire Prevention objectives; Emergency Operations – Assume appropriate roles within the incident command system as qualified and assigned. Should the need arise, make and communicate a preliminary size-up.

Distinguishing Characteristics: A person in this position, working within the framework of District policy and Core Values, must be a knowledgeable, highly competent professional with exceptional organizational and communication skills, a command presence, and an ability to effectively set the Fire Prevention direction for the District. This person must also possess the ability to motivate and mentor others to fully engage and continually enhance their ability to safely and efficiently deliver service and fulfill the District’s mission.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Works with District and Fire Prevention management teams to evaluate District Fire Prevention operations and strategies and proactively develops and implements short-term and long-term initiatives to ensure operational excellence and to keep pace with industry standards and practices within confines of available resources; maintains a high level of industry acumen by
staying abreast of developments and innovations related to all aspects of Fire Prevention operations; responds to fire emergencies as required; regularly provides leadership, direction, and communication to Fire Prevention personnel regarding District initiatives, Fire Prevention services and operations, and the resolution of Fire Prevention issues and concerns; directs the development and updating of Fire Prevention policies and procedures and related policy manuals; prepares Fire Prevention budget and manages Fire Prevention’s budgetary expenditures; coordinates procurement, utilization, and maintenance of Fire Prevention related equipment; plans, coordinates, assigns, and reviews the work of subordinate Fire Prevention personnel engaged in the program administration and enforcement of fire prevention laws, ordinances and regulations; reviews fire and building codes and instructs staff members on code changes and interpretations; manages and enhances a comprehensive weed abatement program; directs the preparation of billing for weed clearance work charged to landowners and places liens on properties when appropriate; directs the investigation and attempts to determine the causes of suspicious and/or large loss fires, false alarms, explosions, fires of incendiary origin and fire injuries or deaths; directs the collection and preservation of physical evidence in fire investigations; directs the preparation of fire offense cases for trial and presentation of evidence in court; gives expert witness testimony in court; oversees the development and maintenance of the fire incident reporting system; oversees the juvenile fire setter program; assumes responsibility for control of regulated explosives; responds to fire emergencies as required; prepares correspondence, studies, and reports.

In conjunction with the Fire Prevention management staffs, plans, coordinates, and maintains a progressive, comprehensive training program to prepare personnel for Fire Prevention duties, correct performance deficiencies, provide professional development opportunities, and meet industry requirements; regularly reviews Fire Prevention performance levels and facilitates an interactive process to address any performance concerns at a division and/or individual level; assists in the achievement of the District’s overall mentorship and succession planning initiatives as they relate to Fire Prevention; writes and conducts employee performance appraisals, providing positive coaching and counseling, and related career development counseling; trains and instructs subordinates in work activities and the interpretation of fire codes, regulations and ordinances; trains and instructs fire personnel on fire and arson investigation procedures; participates in discussions and negotiations with labor union to assist in the facilitation of mutually beneficial outcomes; organizes, makes presentations to, participates in, and/or chairs various government, civic, educational, or business committees; provides liaison with other fire service organizations; makes presentations and recommendations to the Board of Directors regarding Fire Prevention matters; consults, corresponds and meets with contractors and builders to ensure compliance with approved plans and specifications; seeks the cooperation of landowners to comply with weed abatement standards and utilizes the force of legal action to obtain compliance when necessary; interacts with the media, providing information and responding to inquiries; performs other duties as required.

**Skill to:** Function at both a strategic and tactical level, working in conjunction with District management team and Fire Prevention personnel to objectively analyze data/issues, forecast needs, draw conclusions, identify potential solutions, project consequences of proposed actions, effectively implement recommendations; lead and grow a division through dynamic leadership, mentorship, positive motivation, and employee development; effectively lead project teams and coordinate complex programs, utilizing highly developed project management, written/verbal communication, and presentation skills; establish and operate an emergency command post and function as Incident Commander until command is properly transferred; plan, develop, and
implement goals, objectives, policies, and procedures to ensure operational excellence; make sound decisions and facilitate implementation in accordance with laws, ordinances, rules, regulations, departmental policies and procedures, labor agreements; develop, direct, and manage the activities and capabilities of subordinate personnel; read and interpret building plans and specifications; conduct detailed investigations, analyze findings, and prepare reports and recommendations; keep detailed records; establish and maintain effective internal and external working relationships; prepare and administer budgets, monitor and approve expenditures; utilize excellent organizational skills to work well under pressure of deadlines and constantly changing priorities; demonstrate excellent communication and presentation skills; remain clear-headed and diplomatic in stressful situations; utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and priority setting.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools, or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over the noise of equipment; voice volume and speech clarity to command during emergency operations; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles, and work outdoors for long periods of time in all types of weather conditions; safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions; stamina to perform administrative functions and to meet physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outdoors, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, crowds, loud noises, limited visibility, the presence of hazardous materials, in the presence of victims of death and/or dismemberment.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars, and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
MINIMUM QUALIFICATIONS

Knowledge of: Modern administration principles, practices, and terminology related to public administration and autonomous Fire District operations; principles and implementation requirements of the Incident Command System in all disciplines; principles, practices, and techniques of fire prevention, building code inspection, and fire and arson investigations; knowledge and application of related codes, ordinances, laws, rules and regulations, related to fire prevention and enforcement; building materials, construction, and building extinguishing and alarm systems; knowledge of principles of combustion, proper storage and handling of explosives and flammables; legal processes involved in collecting evidence, preparing cases, and prosecuting violators of fire laws; theory, principles, and practices, of enlightened fire service management and leadership; effective training and communication techniques; principles and practices of effective labor relations and conflict resolution; principles and practices of effective program development and administration; modern fire service technology and communication equipment, personal computer operating systems and software applications, particularly Windows; local government budgeting and accounting; divisional budget preparation and administration; contract negotiations, bidding, purchasing; business English, including spelling, grammar, vocabulary, and report writing standards; basic arithmetic operations.

Experience: Six years full-time experience performing fire inspection, fire investigation, plan review, and public fire education for a municipal county, state, federal, or special fire protection district agency, including two years full-time supervisory experience within an organized fire prevention division or at the fire company level.

Education: A Bachelor of Arts/Science Degree or equivalent from an accredited college or university with a major in fire service technology, fire/business/public administration, or related field which would provide applicant skills necessary to be successful in this position, is required.

The successful completion of the following California State Fire Service Training and Educational Systems program classes: Fire Prevention 1A, 1B, 1C, 2A, 2B, 2C, 3A, 3B; Fire Investigation 1A, 1B; Fire Instructor 2B; Management 1, 2A, 2B, 2D, 2E; completion of PC 832.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

Certification: Must have, or be able to obtain within one (1) year of appointment, certification as a Fire Code Inspector through the International Code Council (ICC). Employees in this classification are required to maintain this certification as a condition of employment.

Must be capable of obtaining, through the Office of the California State Fire Marshal, a Chief Officer Certification within three (3) years of employment or appointment. Must be capable of attending other training opportunities that are intended to maintain a desired high level of skill and knowledge.

License: Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.
COMMUNITY EMERGENCY PREPAREDNESS COORDINATOR

DEFINITION

Under the supervision of the Fire Marshal, the Coordinator will be responsible for the implementation of the District’s Emergency Preparedness Program which strives to deliver training and general information to various groups and organizations regarding earthquakes or other catastrophic events. The Coordinator will also serve as the primary liaison to local schools, government agencies, and other private/public organizations regarding emergency preparedness matters. The Coordinator may also perform various other duties as required. This position requires the ability to work flexible hours, including evenings and weekends.

The responsibilities of the Community Emergency Preparedness Coordinator will fall into four primary categories: Program Coordination - coordinating the District’s community based emergency preparedness instruction and information programs (CERT) with other local and regional agencies; Public Relations - coordinating public information distribution and public relations related to community emergency preparedness; Instructor Recruitment and Training - recruiting and training a core cadre of Emergency Preparedness Program instructors; Delivery of Education/Training Programs - conducting, performing, or delivering public emergency preparedness and other safety related education programs.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Assists in identifying and periodically re-evaluating emergency preparedness training needs for various groups and organizations. Assists in developing and preparing presentation/lesson plans for emergency preparedness training. Assists in developing and preparing a wide variety of program documentation. Coordinates the District’s Community Emergency Preparedness Program with that of other local and regional agencies. Serves as primary contact for public requesting information and/or emergency preparedness related services. Assists in the development of policies and procedures related to the Emergency Preparedness Program. Maintains records, statistics, and other pertinent information for the Emergency Preparedness Program. Assists in the preparation of reports and other documents as may be required to comply with State OES (Office of Emergency Services) and FEMA (Federal Emergency Management Agency) rules, regulations, and guidelines. Implements programs involving emergency management-related technology, equipment, trends, and innovations to meet state and federal emergency planning standards and funding criteria. Assists in the preparation of the budget for emergency preparedness and planning activities. Prepares meeting agendas and summaries. Attends and participates in various professional and
community meetings related to emergency preparedness. Develops public safety information and press releases related to community emergency preparedness. Participates in safety events where the delivery of program information may be made to the following groups: business, employee organizations, homeowners, seniors, scouts, schools, and other such groups or organizations that may have a need for safety/preparedness information. Coordinates the Program’s public relations element, including equipment demonstrations and public information outreach. Coordinates the Program’s sign displays and materials at various public venues. Conducts public presentations and promotes public information to stimulate interest in disaster preparedness. Recruits and maintains a stable group of knowledgeable and experienced volunteer instructors to serve as the backbone for the delivery of instructional training to the community. Trains primary instructors to deliver objectives of the Community Emergency Preparedness Program. Acts as primary instructor for the program. Coordinates emergency management activities with local community-based organizations and agencies. Implements community emergency response team (CERT) training for local businesses, schools, and neighborhoods. Coordinates interdepartmental training on emergency management topics, ensuring state mandated training requirements are met and documented.

**Skill to:** Perform varied administrative and clerical work in an independent manner with an emphasis on attention to detail and exceptional quality. Coordinate, organize, and implement program activities. Prepare and distribute public information. Assign, direct, and review the work of others. Supervise, train, and evaluate volunteer instructors, while maintaining a high level of interest and morale. Prepare course outlines, lesson plans, and other educational materials. Effectively deliver education programs to groups of varying sizes and age ranges. Ability to comprehend and interpret federal, state, and regional protocols and regulations for development of community based emergency preparedness programs for compliance. Create, proofread, and/or edit materials for accuracy, completeness, compliance with District policies, format, and English usage, including grammar, punctuation, and spelling. Maintain accurate and complete files. Initiate and organize work, coordinate projects, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction. Communicate professionally and effectively, both verbally and in writing, with co-workers, officials, public organizations, schools, the media and the general public to exchange or convey information. Possess techniques for dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone. Exercise sound independent judgment within established policy and procedural guidelines. Prepare clear, concise, accurate, and effective reports, correspondence, informational packets, and other written materials. Possess superior organizational, project management, problem solving, and multi-tasking skills. Maintain composure and function effectively in potentially challenging circumstances.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands and fingers to, handle or grasp objects, type on a keyboard, manipulate office equipment. The employee is frequently required to sit, stand, and walk. The employee is occasionally required to reach with hands and arms, kneel, crouch, or squat.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.
The employee must have the ability to: drive a vehicle, operate a personal computer, read small print on documents, hear and speak well enough to communicate over the telephone and in person.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, may be required to attend meetings, seminars, and conferences during or after work hours; consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Practices and techniques of fire prevention and emergency preparedness. CPR and basic first aid. Business English, including spelling, grammar, letter writing, and standard formats for reports and correspondence. Basic supervisory principles and practices. Development of training programs and lesson plans. Standard office administrative practices and procedures, including filing and the use of standard office equipment. Computer applications related to the work, including word processing, basic spreadsheet and other office administrative applications. General fire safety.

**Experience:** At least two years experience in the preparation and delivery of community based educational programs directed towards emergency preparedness. Experience with computerized record systems is necessary.

**Education:** Graduation from High School or G.E.D. is **required.** A minimum of two years of college; course work in communication, teaching, speech, or other educational program that may provide the employee skills, knowledge, and experience to be successful in this position.

The successful completion of the following California State Fire Service Training and Educational System programs are **required:** Public Education 1, Instructor 1 and 2. Individuals who have not completed these programs at time of appointment shall confer, prior to appointment, with the Division Manager to develop an educational and training plan for the employee. It shall be a target to obtain the necessary program completions within 3-years of appointment.

**License:** Possession of a valid California Driver's License.

**Certification:** CPR and basic first aid and certified as instructor for both. Individuals who have not received these certifications at the time of appointment must do so within 3 months of appointment. Certification through either the American Heart Association or the American Red Cross is acceptable.
DEPUTY FIRE MARSHAL

DEFINITION:
Under general direction and in accordance with the District’s Strategic Plan, the Deputy Fire Marshal plans, directs, administers, supervises, and participates in daily operations and activities of the Fire Prevention Division, including performing complex and professional fire prevention and code enforcement work; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED:
Receives general direction from the Division Chief/Fire Marshal. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS:
This is a supervisory-level classification in the professional fire prevention series that exercises independent judgment on diverse and specialized fire prevention projects and has significant accountability and ongoing decision-making responsibilities associated with the work in the Fire Prevention Division. The Deputy Fire Marshal is responsible for the organization, management, and delivery of fire prevention programs such as planning, new construction, and inspection services, building plan review, fire investigation, code compliance, hazard abatement, proper usage/storage of hazardous materials, disaster preparedness, community education, and public information. The Deputy Fire Marshal has the authority and responsibility to enforce all applicable laws, codes, and ordinances as they relate to planning/construction through ongoing code compliance. The Deputy Fire Marshal also has the authority and responsibility to enforce all applicable District policies and procedures as required. The position is required, when necessary, to perform the duties of a Fire Inspector or other subordinate classifications and to cover a standby period to conduct fire investigations. The position is required to serve as interim Division Chief/Fire Marshal during absence of the Division Chief/Fire Marshal. This class is distinguished from the Fire Marshal in that the latter has overall responsibility for all fire prevention functions, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Regularly provides leadership, direction, and communication to Fire Prevention personnel regarding District initiatives, Fire Prevention services and operations, and the resolution of Fire Prevention issues and concerns in the spirit of the District’s Strategic Plan.
- Ensures the delivery of high quality professional services, providing public value to the community in consideration of public safety, environmental responsibility, and economic vitality.
- Utilizing statistical and matrix information, in conjunction with performance standards, plans, coordinates, assigns, and reviews the work of subordinate Fire Prevention personnel.
engaged in the program administration and enforcement of applicable laws, ordinances and regulations, community relations, and public education.

- Maintains a high level of general knowledge pertaining to recent developments and innovations related to all aspects of Fire Prevention operations.
- Coordinates and assists in the development, updating, and quality control of Fire Prevention services, policies and procedures, and related policy manuals.
- Assists in the preparation of Fire Prevention budget and management of Fire Prevention expenditures, including the procurement, utilization, and maintenance of Fire Prevention related equipment.
- Reviews fire and building codes and instructs staff members on code changes and interpretations.
- Reviews detailed plans and written specifications of all buildings proposed to be constructed or remodeled to ensure compliance with state and local fire and building code requirements.
- Manages and enhances a comprehensive hazard abatement program, including directing the performance of hazard abatement activities as well as landowner billings/liens when appropriate.
- Performs fire investigation duties, including investigating cause and origin, fire injuries or deaths, collecting and preserving physical evidence, preparing fire offense cases for trial, and presenting evidence in court.
- May be required to provide expert witness testimony in court.
- Responds to fire emergencies as required.
- Handles reports of juvenile fire setters and felony type fire offenses committed by juveniles.
- Assumes responsibility for control of regulated explosives.
- Prepares correspondence, studies, and reports.
- Regularly reviews performance of Fire Prevention personnel through performance appraisals and other forms of measurement. Facilitates a positive, interactive process to address any performance concerns.
- Works in conjunction with District management and union representatives to institute and manage the progressive disciplinary process as outlined in the District’s policies and procedures when required. May also be required to participate in the grievance process if necessary.
- Assists in the achievement of the District’s overall mentorship and succession planning initiatives as they relate to Fire Prevention by maintaining a progressive, comprehensive training program that prepares and develops personnel and corrects deficiencies in performance.
- Trains and instructs subordinates in work activities, programs, and services.
- Organizes, makes presentations to, participates in, and/or chairs various government, civic, educational, or business committees.
- Serves as liaison with other fire service organizations, public agencies, professionals, media, general public, and/or other interested parties.
- Assists building professionals, business owners, and the general public with technical inquiries related to planning, construction, plan review, hazardous materials, compliance, and/or inspections.
- Assists in the coordination of the District’s community relations, outreach, and/or public information programs.
QUALIFICATIONS:

In general, the Deputy Fire Marshal will need the following skills, knowledge, and attributes to be successful in fulfilling the responsibilities of the position:

Knowledge of:

- All programs and responsibilities under the authority of the Fire Prevention Division, including planning, land use, new construction, plan review, code compliance, public education and community relations, public information services, disaster preparedness.
- Principles, practices, and techniques of building and fire code plan review and inspection.
- Principles, practices, and techniques of fire and arson investigations as well as the collection of evidence and preparation of legal cases.
- Knowledge and application of codes, ordinances, laws, rules and regulations, related to the responsibility and authority of the San Ramon Valley Fire Protection District.
- Building materials, construction, and fire protection systems and engineering.
- Principles of combustion, proper storage and handling of explosives, flammables, and hazardous materials.
- Principles and implementation requirements of incident management.
- Theory, principles, and practices, of effective management, leadership and communication techniques.
- Effective training, staff development, and progressive discipline techniques.
- Principles and practices of effective labor relations and conflict resolution techniques.
- Principles and practices of effective program development and administration techniques.
- Divisional budget preparation and administration, vendor contract negotiations, bidding, purchasing.
- General knowledge of modern information technology, communication equipment, personal computer operating systems and software applications, particularly Windows.
- Business English, including spelling, grammar, vocabulary, and report writing standards.
- Basic arithmetic operations.

Ability to:

- Function at both a strategic and tactical level, working in conjunction with District management team and Fire Prevention personnel to objectively analyze data/issues, forecast needs, draw conclusions, identify potential solutions, project consequences of proposed actions, effectively implement recommendations toward achievement of District Strategic Plan initiatives.
- Lead and grow a team through dynamic leadership, mentorship, positive motivation, and employee development.
- Effectively lead project teams and coordinate complex programs, utilizing highly developed project management, written/verbal communication, and presentation skills.
- Participate in incident management as directed.
- Make sound and reasonable decisions and facilitate implementation in accordance with laws, ordinances, rules, regulations, departmental policies and procedures, labor agreements.
- Develop, direct, and manage the activities and capabilities of subordinate personnel.
- Read and interpret plans and specifications related to fire prevention services.
• Conduct detailed fire investigations, analyze findings, and prepare reports and recommendations.
• Keep detailed records.
• Establish and maintain effective internal and external working relationships.
• Prepare and administer budgets, monitor and approve expenditures.
• Possess excellent organizational skills with ability to work well under pressure of deadlines and constantly changing priorities.
• Possess excellent communication and presentation skills, both written and verbal.
• Fortitude to remain diplomatic in stressful situations.
• Utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and priority setting.

REQUIRED EXPERIENCE:
For current San Ramon Valley Fire Protection District employees, a minimum two (2) years experience as a Fire Inspector, Plans Examiner, or Code Compliance Officer is required with the San Ramon Valley Fire Protection District (or meets the requirements identified below for external candidates). If not currently employed by the San Ramon Valley Fire Protection District, a minimum of four (4) years of increasingly responsible experience in an organized fire prevention bureau is required. One year of supervisory experience is desirable.

REQUIRED EDUCATION:
The successful completion of the following California State Fire Service Training and Educational System program classes: Fire Prevention 1A, 1B, 1C, 2A, 2B, 2C; Fire Investigation 1A, 1B; completion of PC 832. Fire Prevention 3A and 3B are to be completed by the end of the probationary period. The District ensures time will be provided for the successful candidate to attend Fire Prevention 3A and 3B during the probationary period.

A Bachelor of Arts/Science Degree from an accredited college or university completed.

or

A Bachelor of Arts/Science Degree from an accredited college or university in progress and an Associate of Arts/Science Degree from an accredited college or university completed.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

REQUIRED CERTIFICATION:
To qualify, the candidate must have, or be able to obtain within one (1) year of appointment, certification as a International Fire Code Inspector through the International Code Council (ICC). Employees in this classification are required to maintain this certification as a condition of employment.

The successful candidate must be capable of obtaining, through the Office of the California State Fire Marshal, certification as a Fire Prevention Officer, Fire Protection Specialist, and Plans
Examiner within three (3) years of employment or appointment. The successful candidate must be capable of attending other training opportunities that are intended to maintain a desired high level of skill and knowledge.

**REQUIRED LICENSE:**

Possession of a valid California Class C driver's license. Maintenance of a valid California driver's license is required as a condition of employment.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit, or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles and work outdoors for long periods of time in all types of weather conditions and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions; stamina to perform administrative functions and to meet physical and mental demands during an extended emergency.

**ENVIRONMENTAL ELEMENTS:**

While performing the duties of this job the employee occasionally works outside, with potential exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, around crowds, loud noises, limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment or burns.

**WORKING CONDITIONS:**

Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
FIRE CODE COMPLIANCE OFFICER

DEFINITION

Under the supervision of the Deputy Fire Marshal, is responsible for performing inspections of existing buildings for compliance with applicable local, state, and federal codes, ordinances, regulation and law. Performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

The position is responsible for performing inspections of existing buildings; witnessing various tests required for sophisticated fire protection equipment and verifying proper operation and compliance with applicable codes and standards; prepares necessary correspondence, reports and records; attends training courses and meetings of professional organizations as directed; performs surveys of fire hazards and processes complaints; initiates the District citation process when appropriate; conducts and participates in public education and public relations programs; performs other related duties as directed.

Skill To: Make detailed inspections, analyze findings and prepare reports and recommendations; ability to meet and deal tactfully and effectively with the public; ability to make oral presentations; ability to keep detailed records; ability to enter and retrieve data using a modern computer system. Ability to add, subtract, multiply, and divide. Ability to calculate figures and amounts such as proportions, percentages, area, and circumference. Ability to apply concepts of basic algebra and geometry. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Characteristics: While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person; must be physically fit enough load and unload vehicles.

While performing the duties of this job the employee occasionally works in outside, which may include occasional exposure to wet, humid, hot and inclement weather conditions. The employee may work near moving mechanical parts, in confined spaces, around crowds, with loud noises, with limited visibility, in the presence of hazardous materials.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, may be required to attend meetings, seminars, and conferences during or after work hours, travel out of town or out of state for several days at a time; consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** The principles, practices and techniques of fire prevention; a good knowledge of the laws, codes, ordinances and regulations related to fire prevention and code enforcement; knowledge of the principles of combustion; knowledge of building extinguishing and alarm systems; knowledge of the proper storage and handling of explosives and flammables; knowledge of the legal processes involved in collecting evidence, preparing cases and prosecuting violators of fire laws; knowledge of business English including spelling, grammar, vocabulary and report writing standards; methods of performing basic arithmetic operations.

**Experience:** At least one year of full time experience involving the enforcement or application of the Uniform Fire Code. The decision to accept or reject this experience as qualifying is solely at the discretion of the Fire District.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate. Successful completion of the following California State Fire Service Training and Educational System programs: Fire Prevention 1A, Fire Prevention 1B, and Fire Prevention 1C.

**License:** Possession of a valid California Driver’s License.

**Certification:** To qualify, the candidate must have, or be able to obtain within one year of employment, certification as a Uniform Fire Code Inspector. Employees in this classification are required to maintain certification as a condition of employment.
FIRE INSPECTOR

DEFINITION

Under the supervision of a Deputy Fire Marshal, is responsible for performing such inspections, plan review, and fire investigations as required. The position will be involved in varying degrees with public education, public relations, weed abatement, record keeping and report writing. Performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

The position is responsible for performing inspections of both new and existing buildings; witnessing various tests required for sophisticated fire protection equipment and verifying proper operation and compliance with applicable codes and standards; conducts comprehensive fire investigations; reviews plans for new buildings, alterations/additions, and various types of fire protection equipment; prepares necessary correspondence, reports and records; confers with architects, engineers, developers, etc., with regards to projects; responds to fire emergencies as directed; attends training courses and meetings of professional organizations as directed; performs surveys of fire hazards and processes complaints; conducts and participates in public education and public relations programs; performs other related duties as directed.

Skill To: Read and interpret building plans and specifications; ability to make detailed investigations, analyze findings and prepare reports and recommendations; ability to meet and deal tactfully and effectively with the public; ability to make oral presentations; ability to keep detailed records; ability to enter and retrieve data using a modern computer system. Ability to add, subtract, multiply, and divide. Ability to calculate figures and amounts such as proportions, percentages, area, and circumference. Ability to apply concepts of basic algebra and geometry. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Characteristics: While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.
The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles and work outdoors for long periods of time in all types of weather conditions and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions; stamina to perform administrative functions and to meet physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works in outside, which may include occasional exposure to wet, humid, hot and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, in confined spaces, at temperature extremes, around crowds, with loud noises, with limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** The principles, practices and techniques of fire prevention; a good knowledge of the laws, codes, ordinances and regulations related to fire prevention and enforcement; knowledge of building materials, construction and the principles of combustion; knowledge of principles and practices used in fire and arson investigations; knowledge of building extinguishing and alarm systems; knowledge of the proper storage and handling of explosives and flammables; knowledge of the legal processes involved in collecting evidence, preparing cases and prosecuting violators of fire laws; knowledge of business English including spelling, grammar, vocabulary and report writing standards; methods of performing basic arithmetic operations.

**Experience:** At least three years experience in an organized Fire Prevention Division. Experience must include involvement in the following duties and responsibilities: fire inspection, plan review, fire investigation, and public education/relations.
**Education:** An Associate of Arts/Science Degree or equivalent from an accredited college or university.

The successful completion of the following California State Fire Service Training and Educational Systems program classes: Fire Prevention 1A, 1B, 1C; Fire Prevention 2A, 2B, 2C; Fire Investigation 1A, 1B; completion of PC 832.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

**Certification:** To qualify, the candidate must have, or obtain within one year of employment, certification as a Uniform Fire Code Inspector. Employees in this classification are required to maintain certification as a condition of employment.

The successful candidate must obtain, through the Office of the California State Fire Marshal, certification as a Fire Prevention Officer and a Fire Protection Specialist within three (3) years of employment or appointment. The successful candidate must be capable of attending other training opportunities that are intended to maintain a desired high level of skill and knowledge.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.
FIRE PREVENTION PLANS EXAMINER

DEFINITION
Under the supervision of a Deputy Fire Marshal, is responsible for performing plan review, inspections, and other duties as required. The position will be involved in varying degrees with public education, public relations, exterior hazard abatement, engine company pre-fire planning, record keeping, and report writing.

ESSENTIAL FUNCTIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:
This position is responsible for the review of plans, approximately 75% of workload, to ensure compliance with applicable Federal, State, and local fire safety laws, ordinances, and codes. Although not all inclusive the following serve to represent the various types of plans to be reviewed: planning applications; applications for the subdivision of land; site plans for access and water supply; building and tenant improvement plans; fire protection systems including; fire sprinkler, fire alarm, kitchen hood extinguishing systems; and other types of plan reviews that are part of various fire code permitted activities.

Other duties include: attending meetings with other local government agencies that include planning and building departments; architects; contractors; developers; and the general public. This position to provide counter plans check services at fire district offices and at any one of 3 building and planning agencies the district serves. This position is responsible for conducting in-house training and updating of field inspection staff members on changes occurring in codes enforced by the District. This position is also responsible for the formulation of standardized field inspection guidelines; record keeping systems for construction projects; assembly and processing of building plans for inclusion in the District’s pre-fire planning program; and the processing of street name proposals and project addressing.

The position is responsible for performing inspections of both new and existing buildings; witnessing various tests required for sophisticated fire protection equipment and verifying proper operation and compliance with applicable codes and standards; prepares necessary correspondence, reports and records; with regards to projects confers with architects, engineers, developers, etc.; attends training courses and meetings of professional organizations as directed; performs surveys of fire hazards and processes complaints; conducts and participates in public education and public relations programs; performs other related duties as directed.

Skill To: Read and interpret building plans and specifications; conduct detailed code research, analyze findings, and prepare reports and recommendations; meet and deal tactfully and effectively with the public; make oral presentations; keep detailed records; enter and retrieve data using a modern computer system; add, subtract, multiply, and divide; calculate figures and amounts such as proportions, percentages, area, and circumference; apply concepts of basic algebra and
geometry; apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; use Office Pro, DWG, CAD, PDF, and FireZone software programs.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 70 pounds and possess the stamina to perform administrative functions. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must have the ability to drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person. The employee must be physically fit enough to walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles and work outdoors for long periods of time in all types of weather conditions.

While performing the duties of this job the employee occasionally works outdoors, which, may include occasional exposure to wet, humid, hot and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous conditions, such as, but not limited to, heights, in confined spaces, at temperature extremes, around crowds, with loud noises, with limited visibility, in the presence of hazardous materials.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** The principles, practices, and techniques of fire prevention; the laws, codes, ordinances, and regulations related to fire prevention and enforcement; building materials, construction, and the principles of combustion; building extinguishing and alarm systems; the proper storage and handling of explosives and flammables; business English including spelling, grammar, vocabulary, and report writing standards; methods of performing basic arithmetic operations.

**Experience:** At least three years experience in an organized Fire Prevention Division. Experience must include involvement in the following duties and responsibilities: fire inspection, plan review, and public education/relations.

**Education:** An Associate of Arts/Science Degree or equivalent from an accredited college or university.

The successful completion of the following California State Fire Service Training and Educational Systems program classes: Fire Prevention 1A, 1B, 1C, 2A, 2B, 2C, 3A, and 3B.
The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

**Certification:** To qualify, the candidate must have, or be able to obtain within one year of employment, certification as a Uniform Fire Code Inspector. Employees in this classification are required to maintain certification as a condition of employment.

The successful candidate must obtain, through the Office of the California State Fire Marshal, certification as a Fire Prevention Officer, Fire Protection Specialist, and Plans Examiner within three (3) years of employment or appointment. The successful candidate will be required to attend additional training opportunities that are intended to maintain a desired high level of skill and knowledge.

**License:** Possession of a valid California Driver’s License. Maintenance of a valid California driver's license is required as a condition of employment.
FIRE PREVENTION SPECIALIST

DEFINITION

Under the supervision of the Deputy Fire Marshal, administers and enforces the district's weed abatement ordinance; develops and administers public fire safety education programs and public relations programs; performs more routine fire and life safety compliance inspections; investigates routine complaints of fire/life safety hazards. Performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Inform the public of weed abatement and fire and life safety requirements; prepare, exhibit, and perform research on property descriptions and ownership; receive complaints and investigate reports of violations of weed abatement and fire and life safety laws; inform offenders of violations and the means to gain compliance; maintain lists of properties; mail notices and perform surveys of properties to ascertain compliance; gather evidence for presentation to the Board of Directors or a court of law; prepare written reports and make verbal presentations to the Board of Directors in those cases where appeals are filed by the offender; prepare work orders and coordinate abatement of properties with contractors; coordinate billing through various County agencies involved. Develop fire and life safety educational programs for presentation to the following types of groups: business groups, employee organizations, homeowners groups, scouts, public and private schools, pre-schools and other such groups that may have need of this type of information; administer the district's School Fire Prevention Program; coordinate and participate in delivery of the program; select and order necessary materials; update program as necessary.

Skill to: Read, comprehend, and interpret laws and legal documents pertaining to weed abatement and fire and life safety; identify the existence of code violations; use proper judgment in determining the degree of compliance with various laws based on composite evidence; reach independent and accurate conclusions based on a knowledge of pertinent codes and other facts of a case and determine the correct course of action; prepare factually clear, concise, and complete written reports; communicate and deal firmly, tactfully, and effectively with the public in difficult situations; deal effectively with others encountered in the course of work; follow proper procedures and instructions in the performance of assigned duties; prepare course outlines, lesson plans, and other educational material; present educational programs to diverse groups and various age groups; enter and retrieve data using a modern computer system.

Physical Characteristics: While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand, walk, sit, or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl.
The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to drive vehicles; operate a personal computer; read small print on documents and maps; detect subtle shades of color; hear and speak well enough to communicate over the telephone, radio, and in person. The employee must be physically fit enough to walk over rough terrain; climb hills; open and close heavy gates; load and unload vehicles; work outdoors for long periods of time in all types of weather conditions without medical or physical restrictions; possess stamina to perform administrative functions and meet physical and mental demands of position.

While performing the duties of this job the employee occasionally works outside, with potential exposure to wet, humid, hot, and inclement weather conditions. The employee may also be exposed to heights, temperature extremes, crowds, loud noises, limited visibility, hazardous materials, and moving mechanical parts.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements; may be required to attend meetings, seminars, and conferences during or after work hours; travel out of town or out of state for several days at a time; consistently follow through with duties/assignments and work harmoniously with subordinates and superiors; wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Business English including spelling, grammar, vocabulary, and report writing standards; methods of performing basic arithmetic operations; principles and practices of hazard abatement and code enforcement; Uniform Fire Code and Standards; local ordinances related to fire and life safety. Development and delivery of various types of educational programs.

**Experience:** At least two years experience in the preparation and delivery of educational programs or at least two years experience in code enforcement work. Experience with computerized record systems desirable.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**License:** Possession of, or ability to obtain and maintain a valid California Class C driver's license prior to employment. Maintenance of a valid California driver's license is required as a condition of employment.

**Certification:** The successful candidate must be capable of obtaining, through the Office of the State Fire Marshal, certification as a Pub Ed Officer within three (3) years of employment. The successful candidate must be capable of attending other training opportunities that are intended to maintain a desired high level of skill and knowledge.
OFFICE ASSISTANT/FIRE PREVENTION

DEFINITION

Under the direction of the Battalion Chief/Fire Marshal, this experienced classification performs varied clerical and secretarial work involved in the management of the Fire Prevention Division, and other duties as required. Provides varied administrative functions and support to the Battalion Chief/Fire Marshal and Prevention staff, as assigned. The Office Assistant position is the entry-level position into the office administrative series. No Lead or regular supervisory responsibilities are required. Specific job duties will vary with the responsibilities assigned.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skill In:

Performing varied and detailed office work in an independent manner. Type at a corrected rate of 50 wpm, use of 10-key. Using word processing, spreadsheet and other office administrative software with sufficient speed and accuracy to perform work within established timelines. Making accurate arithmetic and statistical calculations. Proofreading materials for accuracy, completeness, format, and English usage, including grammar, punctuation, and spelling. Using English effectively to communicate in person, over the telephone, and in writing. Maintaining accurate and complete office files. Organizing work, setting priorities, meeting critical deadlines, and following-up on assignments with direction from supervisor. Establishing and maintaining effective and positive working relationships with those contacted in the course of the work. Using patience, courtesy, and tact in dealing with the public and coworkers. Follow established policies and procedures in the performance of your duties. Preparing accurate and effective reports, correspondence, informational packets, contracts and other written materials. Acting as receptionist, answering the telephone for District or organizational unit assigned; determine the nature of the visit or the call; direct callers and visitors to the proper office or take messages as required.

Examples of duties:

Collects, complies, and prepares various weekly, monthly, quarterly, and annual computer generated reports. Takes minutes at both fire prevention and clerical staff meetings; prepares and distributes minutes. Prepares and distributes the fire prevention monthly activity calendar. Inputs daily fire prevention roster information. Renews subscriptions and memberships as needed. Types plan review comment sheets and distributes copies/plans to appropriate agencies
& customers. Types fire investigation reports (as needed). Answers questions regarding fees, inspection procedures. Has primary responsibility for management of file system and file folders. Assists the front office staff providing coverage for front counter, phones, and assigned fire prevention tasks during staff absences or as needed.

**Physical Characteristics:** Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. While performing the duties of this job, the employee is regularly required to walk, sit, and stand. The employee is frequently required to use hands to finger, handle, or fell objects, or controls and reach with hands and arms. The employee is occasionally required to bend, stretch, stoop, or kneel. The employee must occasionally lift and/or move up to 20 pounds.

While performing the duties of the job, the employee normally works in a typical office environment. The noise level in the work environment is usually moderate. The temperature and climate in the work environment is controlled.

**Other Characteristics:** Must be available to report for work on a regular and consistent basis and maintain an acceptable attendance record in accordance with District policy. The employee may occasionally be required to work overtime and attend meetings, seminars, or conferences during or after normal work hours. Must wear the approved uniform and comply with office grooming standards according

**MINIMUM QUALIFICATIONS**

**Knowledge Of:** Standard office practices and procedures, including filing and the use of standard office equipment. Computer applications related to the work, including word processing, basic spreadsheet and other office administrative applications. Proper English including spelling, grammar, punctuation, and vocabulary. Basic arithmetic and mathematics. Techniques for dealing effectively with the public and District staff, in person and over the telephone.

**Experience:** Two years of responsible office administrative or secretarial experience. Completion of related technical or college coursework may be substituted for the experience on a year-for-year basis to a maximum of one year. Experience in working in a public agency setting is desirable.

**Education:** Possession of a high school diploma, G.E.D. equivalency, supplemented by typing/word processing and business courses.

**License:** Possession of a valid California Driver’s License.

**Certification:** Candidates must provide certification of proficiency in word processing and computer software.
BATTALION CHIEF

DEFINITION

Under the general direction of the Assistant Chief of Operations, the Battalion Chief is responsible for the management of one of the Fire District shift battalions as the Shift Commander. This position directs and supervises the emergency and non-emergency work activities of shift personnel and also interacts and coordinates activities with local and regional public safety agencies. Performs other duties as required.

Distinguishing Characteristics: The safety, efficiency, morale, and discipline of company personnel are a direct reflection of the Battalion Chief’s leadership ability; therefore, a person in this position must be a knowledgeable, highly competent professional with strong organizational and leadership skills and the ability to lead by example, exhibiting honesty, integrity, and a sound work ethic. This person, working within the framework of District policy and Core Values, must also possess the ability to manage, mentor, and communicate in an open, participatory manner, striving to create a positive, progressive work environment while continuing to meet the District’s goal of operational excellence.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Communicates regularly to company personnel, providing leader’s intent and necessary guidance regarding District initiatives, emergency response services, fire company operations, policies and procedures, and the resolution of operational issues and concerns; provides feedback to the Operations management team and executive staff from company personnel to identify issues and concerns and communicates potential solutions; coordinates activities with Operations management team and other members of the District management team, striving for consistency and efficiency throughout the organization; serves as Incident Commander at major emergencies, directing and coordinating personnel and equipment to ensure safe and effective operations; conducts After Action Reviews for the benefit of both affected company personnel and the entire organization; investigates accidents and complaints and ensures adherence to District policies and procedures as well as performance standards; functions as primary trainer of Company Officers assigned to the shift, ensuring the continued development of both technical competency and leadership capability; regularly reviews suppression performance levels and addresses any performance concerns at a company and/or individual level; writes and conducts employee performance appraisals, providing coaching and counseling, and related career development guidance; in conjunction with the Training Division, conducts regularly scheduled multi-company drills/training exercises and oversees employee training; accurately maintains
Operations calendar and clearly communicates plans and changes as required; visits stations to ensure that assigned shift personnel, facilities, equipment, and systems are fully prepared for all types of emergency responses; makes scheduled visits to stations to inspect and verify capability, works with assigned companies on emergency plans for designated "target hazards", special and unusual situations, and complex areas requiring flexible and/or resource enhanced application of Operations policies and procedures; assists Operations Chief in verifying Operations policies and procedures are up-to-date and updates and/or develops policies and procedures as required; consistently communicates and enforces District policies, procedures, and safety standards in order to maintain a disciplined, highly performing suppression staff; conducts Company Officer meetings; assists Company Officers in the coordination and completion of work assignments; writes clear, concise reports as necessary; provides liaison with other agencies and Fire Service organizations as necessary; prepares presentations and speaks before civic, business, and educational groups; acts as contact for media and public when appropriate.

**Skill to:** Effectively interpret and administer District policy in the areas of emergency medical services, hazardous materials, Incident Command System application, development related issues, city/county/local area interrelationships; establish and operate an incident command post and function as Incident Commander within the Incident Command System at fires and emergencies; develop, direct, and manage the activities and capabilities of subordinate personnel; plan, develop, and implement goals, objectives, policies, and procedures to ensure operational effectiveness; utilize interpersonal skills to effectively interact with members of the public as well as members of District staff; make sound decisions and facilitate implementation in accordance with laws, ordinances, rules, regulations, departmental policies and procedures, labor agreements; utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, and time management; set and manage internal and external expectations in a positive and mutually beneficial manner; utilize project management skills in a proficient manner; work well under pressure of deadlines; effectively utilize communication skills, including presentation skills and ability to facilitate training sessions, meetings, and projects; communicate effectively in writing, including spelling, grammar, and writing standards; utilize organizational skills, including the ability to be flexible and to multi-task; apply well developed listening and information gathering skills toward objective problem solving and conflict resolution; remain clear-headed and diplomatic in stressful situations.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 65 pounds without assistance and up to 300 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over the noise of equipment;
project voice volume and speech clarity to command during emergency operations. The employee must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles, work outdoors for long periods of time in all types of weather conditions, and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions, and have the stamina to perform administrative functions and meet the physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outdoors, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, around crowds, loud noises, limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment. The employee must work effectively as a team member and/or leader of a fire company under these conditions.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments, work harmoniously with subordinates and superiors, and wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Modern administration principles, practices, and terminology related to public administration, fire and building department, and autonomous Fire District operations; principles and implementation requirements of the Incident Command System; theory, principles, and practices, of progressive fire service management and leadership techniques, including mentorship, professional development, positive performance management, participatory leadership; principles, practices, and techniques of firefighting and emergency operations, including structural and wildland firefighting, rescue, hazardous materials, emergency medical care; building materials, construction, principles of combustion, building extinguishing and alarm systems, and general fire prevention, building code inspection, and enforcement processes; application of related ordinances, laws, rules and regulations, national codes and standards; local geography and emergency resources; state-wide mutual aid strategies, systems, and agreements; effective communication and writing techniques; principles and practices of effective labor relations and conflict resolution techniques; principles and practices of effective training techniques; general computer systems and software applications; budget preparation and administration in support of the achievement of established operational and District goals and objectives; current fire service technology and communication equipment and how to utilize in support of emergency operations; ongoing developments and innovations related to fire suppression, emergency medical care, HazMat, USAR, emergency vehicles and equipment, and fire prevention.
**Experience:** Seven years of full time fire fighting experience, including at least three years in the position of Fire Captain or Training Captain, within the San Ramon Valley Fire Protection District.

**Education:** An Associate of Arts/Science Degree from an accredited college or university completed.

**Certification:** CPR and:

All California State Board of Fire Services Chief Officer courses *or* Five (5) California State Board of Fire Services Chief Officer courses *and* the completion of the California State Board of Fire Services Master Instructor Series.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.
EMERGENCY MEDICAL SERVICES COORDINATOR

DEFINITION

Under the general direction of the Assistant Chief of Operations, plans, coordinates and implements the Pre-Hospital Emergency Medical Services Program. Evaluates the effectiveness of the EMS Quality Improvement and Educational Programs. Performs other duties as required.

Distinguishing Characteristics: This classification is responsible for the overall administration direction and coordination of the District's Pre-Hospital Emergency Medical Services, which includes Quality Improvement, education programs and activities. The incumbent is responsible for the coordination of District staff in their efforts to assure the enforcement of State and County standards and practices. The incumbent is responsible for interpreting regulations and investigating complaints for possible health or safety standard violations. The work requires the exercise of considerable independence in planning, training, and preparing reports and presentations of findings. Work includes assisting with the training and instruction on project direction of an Assistant Chief.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Examples of duties:

Develops District-wide Emergency Medical Services and quality control measures and programs; assist in the preparation of specific activity guidelines, regulations and master plans. Plans, directs, implements and monitors the EMS Programs to insure compliance with Federal, State and County laws and regulations. Identifies program needs and sets program priorities. Studies statutory requirements and modifies program components to insure that they meet standards and legislative mandates established by Federal, State and County regulations; analyzes the impact of legislative changes. Plans, assigns, coordinates and instructs District personnel in EMS training; develops and evaluates training programs; prepares and presents EMS education programs in conjunction with other District training programs. Represents the District before civic and community groups on EMS and related matters; responds to inquiries from commissions and other jurisdictions, as well as the general public. Serves on committees with District departments and other agencies, commissions or groups on Emergency Medical Services; coordinates the activities of the programs with other divisions, departments and agencies concerned with EMS. Coordinates reports for the Fire Chief, District Board of Directors, Emergency Medical Services Agency and other outside agencies. Participates in the counseling of employees regarding work performance. Recommends discipline and performance recognition. Assists in training to maintain and improve skills. Coordinates EMS continuing
education programs with the Department's Clinical Director. Responsible for the maintenance of EMS records. Coordinates the preparation, presentation and control of the division's operating budget and review of accounting systems. Participates in field evaluations of the District personnel and the EMS delivery system. Participates in emergency scene operations in a technical advisory capacity to the Incident Commander. Performs related duties as assigned.

**Skill to:** Plan, coordinate, direct, review and evaluate EMS practices. Provide clear, focused and cost-effective EMS training programs. Analyze EMS management problems, evaluation alternatives and adopting an effective course of action. Deal tactfully and effectively with a wide variety of EMS personnel, government officials, civic groups, the public and District staff. Prepare clear, concise and accurate written reports. Represent the District in meetings with the public and government bodies to promote program goals.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles and work outdoors for long periods of time in all types of weather conditions and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions; stamina to perform administrative functions and to meet physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works in outside, which may include occasional exposure to wet, humid, hot and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, in confined spaces, at temperature extremes, around crowds, with loud noises, with limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.
MINIMUM QUALIFICATIONS

Knowledge of: Principles and practices in the development of programs. Principles and practices of effective supervision, including selection, training, work evaluation and discipline. Basic human anatomy and physiology, medical technology, techniques and established analytical processes used in the description and assessment of patient status. The Contra Costa County EMS protocols, which includes Policies/Procedures, Treatment Guidelines, Expanded Medical Emergencies, Multi-casualty Incidents, and Helicopter Transports, principles of County, State and Federal laws, rules and regulations pertaining to EMS management. Administrative methods and District procedures including budget preparation monitoring, material and equipment requisition and purchase; principles and practices of effective employee training including training evaluation; principles and practices of education and public speaking, including the planning, preparation and evaluation of educational material and outreach tools. Geographical layout of the District and location of various hospitals and specialized medical care facilities.

Experience: Five (5) years paramedic field experience, three years progressively responsible supervisory or program management experience. Experience in management of a pre-hospital Quality Assurance Program is highly desirable. The successful candidate must obtain and maintain all California Code Title 22, Division 9, sec. 100070 Pre Hospital Medical Services requirements for the position of EMT-1 Program Director and Instructor within one year of appointment.

Education: Possession of a High School diploma, G.E.D. equivalency or a high school proficiency certificate. College level courses in administration management and technical areas preferred.

License: Possession of appropriate, valid California Driver's License.

Certification: State of California Paramedic License is a condition of employment (eligible for Contra Costa County Paramedic Accreditation.). BLS for the Health Care Provider, Advanced Cardiac Life Support, Pediatric Advanced Life Support, Basic Trauma Life Support or Pre-Hospital Trauma life Support.

Accreditation: Contra Costa County Paramedic is a condition of employment.
EMERGENCY MEDICAL SERVICES QUALITY IMPROVEMENT COORDINATOR

DEFINITION

Under the general direction of the Assistant Chief of Operations, plans, coordinates implements the Emergency Medical Services (EMS) Quality Improvement (QI), Emergency Medical Dispatch (EMD) QI and EMS Educational Programs. Performs other duties as required.

Distinguishing Characteristics: This classification is responsible for the overall administration and coordination of the District’s EMS and EMD Quality Improvement and EMS Educational Programs and activities. Serve as the District’s Infection Control Officer, OSHA. Serve as the Clinical Director as defined in California Code of Regulations, Title 22 Chapter 4, section 100170 CE Provider for Pre-hospital Personnel.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Examples of Duties:

EMT-1, Paramedic and EMD QI: Act as a liaison to Contra Costa County EMS Agency’s, the District’s Medical Director and Hospitals. Act proactively with the Contra Costa County EMS Agency’s Medical Director to make advances in the District’s EMS system. Conduct patient care analysis using the District’s data system. Evaluate paramedic and EMT-1 performance by direct observation. Participate in medical and system analysis in conjunction with the EMS Coordinator and Contra Costa County EMS Agency. Participate in establishing standards of patient care, patient care documentation and district policies and procedures for the EMS division. Develop QI plans for employees who are demonstrating the need for improvement. Assist with counseling and remediation as needed. Work in a confidential capacity on all issues relating to medical care of patients and employee performance. Coordinate investigations of EMS related complaints and unusual occurrences relating to patient care. Conduct analysis of the usage of the District’s Controlled Substance Medication program. Provide response data and patient care data monthly or as needed to the County EMS Agency. Coordinate the evaluation and implementation of new EMS products. Coordinate the EMD QI case review process, data management, feedback, CE development and the certification/recertification needs of all of the dispatchers.

Clinical Director for CE: Monitor all clinical and field activities approved for CE credit, approving instructors and monitoring overall quality of the pre-hospital content of the CE program. Plans, assigns, coordinates and instructs District personnel in EMS Education.
Infection Control: In conjunction with the Safety Committee and the Operations Chief develops criteria for the purchase of infection-control personal protective equipment and determines adequate stocking levels for each station and emergency response vehicles. Investigates all reported communicable disease exposures and any non-compliance with policies or procedures designed to reduce or prevent employee exposure. Reviews and investigates all District Communicable Disease Exposure reports and transmits findings in writing to the District Safety Manager and employee. Keeps abreast of new developments in the field of infection control education programs, which complies with OSHA regulations 29CFR part 1910.1030. Assures that all new at-risk employees receive training in Blood-borne Pathogen/Infection Control, and that yearly review training is scheduled and administered to all at-risk employees. Coordinates communications between Health Care Providers and District employees.

Other related duties include but not limited to: Respond to Multi-Casualty Incidents to assist with coordination efforts. Respond to large fire incidents to provide rehabilitation and medical care.

**Skill to:** Plan, coordinate, direct, review and evaluate EMS practices. Provide clear, focused and cost-effective EMS training programs. Analyze EMS system problems, evaluate alternatives and adopt an effective course of action. Deal tactfully and effectively with a wide variety of EMS personnel, government officials, civic groups, the public and District staff. Prepare clear, concise and accurate written reports. Represent the District in meetings with the public and government bodies to promote the District’s EMS program goals.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles and work outdoors for long periods of time in all types of weather conditions and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions.

While performing the duties of this job the employee occasionally works in outside, which may include occasional exposure to wet, humid, hot and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, in confined spaces, at temperature extremes, around crowds, with loud noises, with limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment.
**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Principles and practices in the development of programs. Basic Human anatomy and physiology, medical terminology, techniques and established analytical processes used in the description and assessment of patient status. The Contra Costa County EMS Pre-hospital Care Manual which includes Policies/Procedures, Treatment Guidelines, Expanded Medical Emergencies, Multi-casualty Incidents, and Helicopter Transports, principles of County, State and Federal laws, rules and regulations pertaining to EMS. Administrative methods and District procedures including material and equipment requisition and purchase. Principles and practices of effective employee training including training evaluation; principles and practices of education and public speaking, including the planning, preparation and evaluation of educational material and outreach tools. Geographical layout of the District and location of various hospitals and specialized medical care facilities.

**Experience:** Pre-hospital field experience highly desirable. Management of a pre-hospital Quality Improvement program is highly desirable. Five (5) years experience as a R.N. in emergency care.

**Education:** Possession of a High School diploma, G.E.D. equivalency or a high school proficiency certificate.

**Licenses:** Possession of appropriate, valid California Driver’s License; Current California Registered Nurse License (Condition of Employment).

**Certificates:** The following certificates are desirable at time of appointment but are required by the end of probation: BLS for the Health Care Provider (CPR), Advanced Cardiac Life Support (ACLS), Pediatric Education for Prehospital Personnel (PEPP), Basic Trauma Life Support (BTLS) or Prehospital Trauma Life Support (PHTLS), California State Fire Marshall (CSFM) “Fire Instructor 1A and 1B” or the National Fire Academy (NFA) “Fire Service Instructional Methodology” course or 60 hours in “Techniques of Teaching” course through a college or university.

The following certificates are highly desirable: CPR Instructor, ACLS Instructor, PEPP Instructor and PHTLS or BTLS Instructor.
EMERGENCY MEDICAL SERVICES SPECIALIST

DEFINITION

Under the general direction of the Battalion Chief of Special Operations, the Emergency Medical Services Specialist is responsible for the development and delivery of the District’s EMS educational programs and activities. This position will assess, develop, coordinate, deliver, and evaluate Emergency Medical Services (EMS) educational programs in conjunction with the EMS Coordinator. Performs other duties as required.

Distinguishing Characteristics: A person in this position, working within the framework of District policy and Core Values, must be a knowledgeable, personable, highly competent professional with exceptional organizational and communication skills and the ability to motivate others, utilizing a team-oriented approach to deliver EMS education in a practical, applicable manner. This is a non-safety, non-represented position.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Examples of Duties:

The position is responsible for assessing EMS training needs and requirements for development, delivery, or coordination of delivery. This will be accomplished through standard instructional techniques, including brief overviews, instructional objectives, comprehensive topical outlines, and methods of evaluation; instructing and/or coordinating the instruction of all EMS CE courses and complying with State CE Provider requirements as defined in California Code of Regulations (CCR), Title 22, Chapter 11, Article 6; instructing, developing and/or coordinating the development and delivery of the curriculum for the Recruit Academy EMS section, Reserve/Volunteer EMS training, and Contra Costa County EMS Training Consortium modules; instructing, developing and/or coordinating required annual EMS training, such as Cal OSHA Blood-borne Pathogen update training, Advanced Cardiac Life Support (ACLS), Pediatric Education for Pre-hospital Professionals (PEPP), Pre-hospital Trauma Life Support (PHTLS) and EMT-1 and Paramedic skills verification; facilitating the placement of Paramedic interns with Paramedic Preceptors, acting as a resource for District Paramedic Preceptors by providing quality instruction and evaluation of Paramedic interns and acting as a liaison between the Preceptors and the Paramedic training institutions; participating in demonstrations, committees, and meetings, being a resource and point of contact for inquiries, and assisting with training for public agencies; developing and coordinating the provision of practical EMS training to all field personnel at District stations and facilities; performing other related EMS duties as directed.
**Skill to:** Plan, develop, coordinate, deliver, and evaluate EMS education/training; provide clear, focused, and cost-effective EMS education/training programs; translate EMS knowledge/skills requirements into practical training; deal tactfully and effectively with a wide variety of EMS personnel, government officials, civic groups, the public and District staff; prepare clear, concise and accurate written reports and curriculum plans; represent the District in meetings with the public and government bodies to promote the District’s EMS program goals; utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and priority setting; utilize well-developed communication skills, including presentation skills and ability to effectively facilitate training sessions, meetings, and projects; utilize written skills, including spelling, grammar, and writing standards; utilize organizational skills with the ability to be flexible and to multi-task.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person. The employee must be physically fit enough to walk over rough terrain, climb hills, open and close heavy gates, carry EMS equipment as needed, load and unload vehicles, and work outdoors for long periods of time in all types of weather conditions; possess the stamina to perform administrative functions and meet physical and mental demands of the position.

While performing the duties of this job the employee occasionally works outside, with the potential exposure to wet, humid, hot and inclement weather conditions. The employee may also be exposed to heights, temperature extremes, crowds, loud noises, limited visibility, hazardous materials, confined spaces, and moving mechanical parts.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, may be required to attend meetings, seminars, and conferences during or after work hours; travel out-of-town or out-of-state for several days at a time; consistently follow through with duties/assignments and work harmoniously with subordinates and superiors; wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
MINIMUM QUALIFICATIONS

Knowledge of: Principles and practices in the development of EMS training programs; principles and practices related to the instructional methods/delivery of effective employee training; principles and practices of education and public speaking, including the planning, preparation, and evaluation of educational material and outreach tools; basic human anatomy and physiology, medical terminology, techniques, and established analytical processes used in the description and assessment of patient status; the Contra Costa County EMS Pre-hospital Care Manual; county, state and federal laws, rules and regulations pertaining to EMS; administrative methods and procedures including material and equipment requisition and purchase.

Experience: Five (5) years experience as an R.N. or EMT-P. Emergency or pre-hospital field experience is highly desirable. Management of an EMS education program is highly desirable.

Education: Possession of a High School diploma, G.E.D. equivalency or a high school proficiency certificate.

Licenses: Current Registered Nurse License, California Paramedic License, or National Registry Emergency Medical Technician Paramedic License.

Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

Certificates: The following certificates are required at the time of appointment: BLS for the Health Care Provider (CPR), Advanced Cardiac Life Support (ACLS). Employees in this classification are required to maintain certification as a condition of employment.

The following certificates are desirable at the time of appointment and required within one year of appointment: Pediatric Education for Pre-hospital Personnel (PEPP), PEPP Instructor, CPR Instructor.

The following certificates are desirable at the time of appointment and required within two years of appointment: Basic Trauma Life Support (BTLS) or Pre-hospital Trauma Life Support (PHTLS).

The following certificates and/or courses are desirable at the time of appointment and required within three years of appointment: California State Fire Marshal (CSFM) Fire Instructor 1A and 1B or National Association of EMS Educators Certified Instructor.
FIRE CAPTAIN

DEFINITION

Under the general direction of the shift Battalion Chief, is responsible for planning, implementing, supervising, and directing programs and projects at the company level; maintains personnel availability coverage; responds to emergencies and directs emergency operations until relieved by a senior officer; and performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Responds to fire alarms, emergency medical and other calls; plans and schedules company activities in accordance with annual program objectives; implements and follows the Incident Command System (ICS) guidelines in commanding, coordinating and functioning at multi-company operations; supervises and follows-up on the company's responsibilities for maintenance of: station, grounds, vehicles, apparatus, equipment, fire hydrants; fire safety classes and public education demonstrations; participates in volunteer physical fitness program; writes reports and maintains accurate, up-to-date records; makes safety inspections and enforces safety orders and safe job procedures; supervises, trains, counsels and completes employee performance evaluation reports; utilizes personal computers to perform word processing and data entry functions.

Skill to:

Apply sound tactics and fire ground management principles at emergency scenes; apply emergency medical techniques; schedule, plan, assign, organize, supervise and evaluate personnel; counsel employees and maintain discipline; direct emergency operations; determine fire cause and recognize acts of arson; make immediate, sound decisions under pressure; deal effectively with those contacted in the course of work; operate vehicles and equipment in a safe manner; write comprehensive reports; give clear and concise verbal orders; deal effectively with the public during emergency and non-emergency situations; prepare and analyze statistical information; keep accurate up-to-date records; read maps and floor plans; supervise maintenance of: station, grounds, vehicles, apparatus, equipment, fire hydrants; assume responsibilities of station coordinator for major area of department activities; operate personal computers to perform word processing and data entry functions.

Physical Characteristics:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.
The employee must occasionally lift and/or move up to 65 pounds without assistance and up to 300 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over noise of equipment; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles, and work outdoors for long periods of time in all types of weather conditions; safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions.

While performing the duties of this job the employee occasionally works outdoors, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, crowds, loud noises, limited visibility, the presence of hazardous materials, the presence of victims of death and/or dismemberment. The employee must work effectively as a team member and/or leader of a fire company.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Organizational operations and procedures; duties and responsibilities of firefighter and engineer classifications; functions, characteristics and limitations of equipment and apparatus; sound tactics and fire ground management principles based upon understanding of the relationship between fire behavior and building construction; mutual aid agreements and location of stations; traffic laws and ordinances; department rules, regulations and general orders; training theory and techniques; supervising practices and principles; fire cause and arson characteristics; FCC and district rules and regulations governing public safety radio transmission; public relations; scheduling, planning, assigning, and organizing the work of subordinates; hazardous materials and appropriate handling procedures; Incident Command System (ICS) guidelines related to multi-company operations; report writing techniques; annual program objectives; design, operation and maintenance of all department vehicles, apparatus, equipment and systems; District geographic characteristics and features, including streets, undeveloped areas, major structures; high life-hazard occupancies and target hazards; personal computer operation and computer software applications.
**Experience:** Four years full time firefighting experience in the position of Firefighter or above within the San Ramon Valley Fire Protection District.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

**Certification:** EMT-1-D; CPR; California State Board of Fire Services Firefighter I and Firefighter II Certification; California State Board of Fire Services Fire Officer.
FIRE ENGINEER

DEFINITION

Under the supervision of the Fire Captain, performs all the duties of a Firefighter and is responsible for the safe and efficient operation and maintenance of fire vehicles, apparatus and equipment. Performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Performs all of the duties of a Firefighter and participates in all phases of fire company operations, as assigned; operates and drives vehicles, apparatus, and equipment in a safe and professional manner; determines and drives via the fastest route to the emergency scene; responds to fires and other emergency and non-emergency incidents; operates pumps, aerial devices and other equipment specific to the assigned fire service apparatus; performs minor preventative maintenance and vehicle inventory in accordance with District policies and procedures, including maintenance of accurate records and the writing of reports; assists with the training of Firefighters in the knowledge, skills and duties of fire service vehicles, apparatus, equipment operation, and maintenance. May assume the responsibilities of a Fire Captain when assigned.

Skill to: Safely operate assigned vehicles, apparatus, equipment in an efficient and effective manner; perform minor preventative maintenance to keep equipment operational; assist in the selection of the route to drive to the emergency scene; perform all Firefighter and EMT-1 D duties; develop and maintain effective relationships with those contacted in the course of work; communicate effectively, both orally and in writing; maintain accurate, up-to-date logs and records on vehicle, apparatus and equipment maintenance; write clear, concise reports; assist in training others in the requirements of the position; perform duties and responsibilities of a Fire Captain when assigned.

Physical Characteristics: While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.

The employee must occasionally lift and/or move up to 65 pounds without assistance and up to 300 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over noise of equipment; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles, and work outdoors for long periods of time in all types of weather conditions; safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions.

While performing the duties of this job the employee occasionally works outdoors, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, crowds, loud noises, limited visibility, the presence of hazardous materials, the presence of victims of death and/or dismemberment. The employee must work effectively as a team member and/or leader of a fire company.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars, and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Firefighter and EMT-1 D duties in accordance with District standards; operations, policies and procedures relating to the responsibilities of the Fire Engineer position; the operation and maintenance of vehicles, apparatus and equipment; streets and local geography; Fire Captain duties and responsibilities in accordance with District operations, policies and procedures when assigned.

**Experience:** Three years full time firefighting experience in the position of Firefighter within the San Ramon Valley Fire Protection District.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**License:** Possession of a valid California Class B or Firefighter Exempt Driver's License.

**Certification:** EMT-1 D; CPR; California State Board of Fire Services Firefighter I and Firefighter II Certification, California State Board of Fire Services Driver/Operator 1A & 1B Certification.
FIRE FIGHTER

DEFINITION

Under the supervision of the Fire Captain, responds to fire alarms, emergency medical and other calls in the protection of life and property; operates and maintains vehicles, apparatus, equipment, stations and communication systems; teaches fire safety to public; maintains a high level of physical fitness; participates in career development programs; and performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Responds to and performs skilled tasks at the scene of emergency calls including: fire, medical assistance, rescues, hazards identification, hazardous materials identification and spills, public assistance and service; safely drives and operates vehicles, apparatus and equipment; teaches fire safety, CPR and other classes and participates in public education demonstrations and activities; writes reports and maintains records; maintains, inspects, and repairs fire stations and fire grounds, emergency and support vehicles, apparatus, equipment, fire hydrants; performs emergency medical procedures; participates in daily proficiency training to develop and maintain emergency skills; uses computers to perform word processing and data entry and specialized functions.

Skill to:

React quickly and calmly to fight fires and perform emergency medical techniques and procedures; perform rescues; operate, maintain, inspect and repair vehicles, apparatus, equipment, communication systems and fire hydrants; clean and maintain fire station and grounds; conduct fire inspections and school exit drills; teach classes and participate in public education demonstrations and activities; write comprehensive reports and maintain accurate records; relate effectively to those contacted in the course of work; learn local conditions, locations and regulations; operate computers.

Physical Characteristics:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.

The employee must occasionally lift and/or move up to 65 pounds without assistance and up to 300 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over noise of equipment; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles and work outdoors for long periods of time in all types of weather conditions and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions.

While performing the duties of this job the employee occasionally works in outside, which may include occasional exposure to wet, humid, hot and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, in confined spaces, at temperature extremes, around crowds, with loud noises, with limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment; work effectively as a team member and/or leader of a fire company.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Fire department operations, such as rescue, fire fighting, radio communications, Incident Command System (ICS), fire protection equipment and systems, fire behavior, hazardous materials and water systems; Federal, state, and local laws, regulations and standards; maintenance and repair of vehicles, apparatus, equipment and fire hydrants; emergency medical procedures and techniques as prescribed in the State of California Emergency Medical Technician curriculum; requirements and standards as defined in NFPA Standard; local geographical response factors; correct English grammar, spelling, punctuation; basic mathematics, chemistry, and physics of fire behavior and hazardous materials; safety practices and procedures; personal computer operating systems and software applications; requirements and standards as defined in the NFPA Standard 1002 preferred.

**Experience:** Entry level position.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**License:** Possession of a valid California Driver's License.
**Certification**: EMT-1-D; CPR; California State Board of Fire Services Firefighter I Certification or completed "Approved Certified Firefighter I Training Record."

In addition, employees in this classification serving the District in a Paramedic capacity shall have EMT-P, ACLS and comply with requirements as outlined in Contra Costa County Accreditation – PHTLS or BTLS, PEPP, and two Difficult Airway/Infrequent Skills Courses.

Paramedic Certification may be a condition of employment.

**Age**: Minimum: 18 years at time of appointment.
**SENIOR OFFICE ASSISTANT/OPERATIONS**

**DEFINITION**

Under supervision of the Operations Assistant Chief, performs all clerical functions and procedures for the shift Battalion Chief’s, and other duties as required.

**ESSENTIAL FUNCTIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Example of duties:**

Responsible for input codes and changes to the daily roster, creating daily roster, input vacation, trade, and leave requests in the roster and maintenance of these records. Post overtime requirements for Dispatch call back. Input FYI information, i.e., public education, training, vacation openings, equipment/vehicle status. Types confidential annual personnel evaluations. Prepare and process patient care reports for billing. Audit, track, maintain records and reports for patient care reports. Research and process records requests.. Maintain shift/station assignment status for personnel on roster, T-Cards, and in Sunpro. Verify and approve overtime and acting pay. Compile facilities maintenance report. Verify and input annual vacation picks. Audit, track, and maintain records and reports for incidents. Take and distribute minutes for EMS Delivery System Committee, Station 30 Planning, annual Officer’s Meeting and other meetings, as requested. Operates modern office equipment. Maintains accurate, up-to-date files; uses personal computer to perform word-processing and data processing functions.

**Skill to:** Type at a rate of 50 wpm; work with a minimum of supervision and handle diverse assignments; good phone skills and the ability to speak in a pleasant and efficient manner; develop and maintain effective relationships with those contacted in the course of work; use patience, courtesy, and tact in dealing with the public and coworkers; follow proper procedures and instructions in the performance of assigned duties; prioritized work assignments; proofread to identify and correct errors in grammar, punctuation, spelling, and arithmetic; communicate effectively both orally and in writing; use a 10 key calculator and a computer keyboard.

**Physical Characteristics:** See and read fine print and VDT’s; hear and speak to converse in person and over the telephone; use fingers and hands to write, use a 10 key calculator and a computer keyboard; bend, stoop, stretch, and reach; strength to lift a minimum of 10 pounds.

**Other Qualifications:** Must be willing and able to work regular and emergency overtime, as required; comply with office grooming standards; wear approved uniform; attend classes and
seminars as required. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

MINIMUM QUALIFICATIONS

Knowledge of: Proper English usage including spelling, grammar, vocabulary, and punctuation; basic mathematics; the operation of modern office machines and equipment; personal computer operating systems and software, knowledge of Microsoft Office programs; data entry; good organizational skills; good communication skills.

Experience: Minimum of two years in a clerical, typist position.

Education: Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate, supplemented by typing/word processing courses.

License: Possession of a valid California Drivers License.

Certification: None required.

See Appendix No. *** for preferences.
SENIOR OFFICE ASSISTANT/TRAINING

DEFINITION

Under supervision of Battalion Chief/Fire Training Director, performs all clerical functions and procedures including typing, word processing, filing, reception, and other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

As the Training Division's Senior Office Assistant, responsible for answering calls and routing to appropriate person. Take and record messages when necessary. Greet the public, contractors, and members of other organizations. Maintain records and information on DMV and commercial drivers licenses, outside training, tuition reimbursement, CPR certification, continuing education, licensing, Emergency Medical Service (EMS) personnel, and division resource information. Schedule training sessions. Assist in the collection, preparation, and maintenance of data and forms for training, vehicle, facilities, and EMS reports. Update materials for training and EMS manuals. Type and update Information Sheets, and Policies and Procedures. Receive, sort, and route the mail. Log and maintain budget expenditure records. Record minutes for Safety Committee and Training/EMS coordination meeting. Create and maintain facility and training calendars. Responsible for organizing, ordering and distributing, safety clothing, badges, name tags, anniversary pins, etc. Assist in the preparation of special event information packets. Issue new or replacement entry cards or keys for the administration building. Maintain accurate, up-to-date files, statistical data, and records. Process requests for use of classroom, board room, conference room, and back kitchen, obtaining necessary equipment, materials, food and beverages for meetings. Prepare quarterly FireLine newsletter. Order and repair of the alpha/numeric pagers. Cross training as assigned.

Skill To: Type at a rate of 50 wpm; work with a minimum of supervision and handle diverse assignments; good phone skills and the ability to communicate in a pleasant and efficient manner; develop and maintain effective relationships with those contacted in the course of work; use patience, courtesy, and tact in dealing with the public and coworkers; follow proper procedures and instructions in the performance of assigned duties; prioritize work assignments; proofread to identify and correct errors in grammar, punctuation, spelling and arithmetic; communicate effectively both orally and in writing; use a 10 key calculator and a computer keyboard.
Physical Characteristics: See to read fine print and VDT’s; hear and speak to converse in person and over the telephone; use fingers and hands to write; use a 10 key calculator and a computer keyboard; bend, stoop, stretch, and reach; strength to lift up to 10 lbs.

Other Characteristics: Must be willing and able to work regular and emergency overtime, as required; comply with office grooming standards; wear approved uniform; attend classes and seminars as required. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

MINIMUM QUALIFICATIONS

Knowledge Of: Proper English including spelling, grammar, punctuation, and vocabulary; basic mathematics; the operation of modern office machines and equipment; personal computer operating systems and software, knowledge of Microsoft Office programs; data entry; good organizational; good communication skills.

Experience: Minimum two years in clerical or typist position

Education: Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate, supplemented by typing/word processing and business courses.

License: Possession of a valid California Driver’s License.

Certification: None required.
BATTALION CHIEF – SPECIAL OPERATIONS

FLSA: EXEMPT

DEFINITION

Under the general direction of the Assistant Chief of Operations, the Special Operations Battalion Chief is responsible for the management of a variety of task forces, committees, special projects, and assignments. This position directs and supervises the emergency and non-emergency work activities of EMS, Rescue, Hazardous Materials, USAR, Station 37 Volunteers, special Fire District committees and programs and also interacts and coordinates activities with local and regional public safety agencies. In addition, the Special Operations Battalion Chief may be assigned to duty as one of the Fire District shift battalions as the Shift Commander. Performs other duties as required.

DISTINGUISHING CHARACTERISTICS

A person in this position must be a knowledgeable, highly competent professional with strong organizational, project management, and leadership skills and the ability to lead by example, exhibiting honesty, integrity, and a sound work ethic. This person, working within the framework of District policy and Core Values, must also possess the ability to manage, mentor, and communicate in an open, participatory manner, striving to create a positive, progressive work environment while continuing to meet the District’s goal of operational excellence.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Communicates regularly to company personnel, providing leader’s intent and necessary guidance regarding District initiatives, emergency response services, fire company operations, committee and special program activities, policies and procedures, and the resolution of operational issues and concerns.
- Provides feedback to the Operations management team and executive staff from company personnel, various committees, and specialty teams to identify issues and concerns and communicates potential solutions.
- Coordinates activities with Operations management team and other members of the District management team, striving for consistency and efficiency throughout the organization.
- Serves as Incident Commander at major emergencies, directing and coordinating personnel and equipment to ensure safe and effective operations.
• Conducts After Action Reviews for the benefit of both affected company personnel and the entire organization.
• Investigates accidents and complaints and ensures adherence to District policies and procedures as well as performance standards.
• Functions as primary trainer of personnel assigned to the EMS Division and to specialty teams, ensuring the continued development of both technical competency and leadership capability.
• Regularly reviews performance levels of EMS Division and specialty teams and addresses any performance concerns at a group and/or individual level.
• Writes and conducts employee performance appraisals, providing coaching and counseling, and related career development guidance.
• In conjunction with the Training Division, conducts drills/training exercises and oversees employee training for EMS Division and specialty teams.
• Accurately maintains Operations calendar and clearly communicates plans and changes as required.
• Visits stations to ensure that assigned specialty team personnel, facilities, equipment, and systems are fully prepared for all types of emergency responses.
• Makes scheduled visits to stations to inspect and verify capability, works with assigned companies on emergency plans for designated "target hazards", special and unusual situations, and complex areas requiring flexible and/or resource enhanced application of Operations policies and procedures.
• Assists Operations Chief in verifying Operations policies and procedures are up-to-date and updates and/or develops policies and procedures as required.
• Consistently communicates and enforces District policies, procedures, and safety standards in order to maintain a disciplined, highly performing suppression staff.
• Conducts Company Officer meetings.
• Assists Company Officers in the coordination and completion of work assignments.
• Writes clear, concise reports as necessary.
• Provides liaison with other agencies and Fire Service organizations as necessary.
• Prepares presentations and speaks before civic, business, and educational groups.
• Acts as contact for media and public when appropriate.
• Provides oversight to EMS Division, Rescue Team, Hazardous Materials Team, USAR/TF4 Team.
• Prepares and administer budgets, monitors and approves expenditures.
• Coordinates special events and emergency/disaster preparedness.
• Provides leadership to the Station 37 Volunteer Program.
• Coordinates special projects and programs as assigned.

QUALIFICATIONS

Knowledge of:

• Modern administration principles, practices, and terminology related to public administration, fire and building department, and autonomous Fire District operations.
• Principles and implementation requirements of the Incident Command System.
• Theory, principles, and practices, of progressive fire service management and leadership techniques, including mentorship, professional development, positive performance management, participatory leadership.
• Principles, practices, and techniques of firefighting and emergency operations, including structural and wildland firefighting, rescue, hazardous materials, USAR, emergency medical care.
• Building materials, construction, principles of combustion, building extinguishing and alarm systems, and general fire prevention, building code inspection, and enforcement processes.
• Application of related ordinances, laws, rules and regulations, national codes and standards; local geography and emergency resources.
• State-wide mutual aid strategies, systems, and agreements.
• Effective communication and writing techniques.
• Principles and practices of effective labor relations and conflict resolution techniques.
• Principles and practices of effective training techniques.
• General computer systems and software applications.
• Budget preparation and administration in support of the achievement of established operational and District goals and objectives.
• Current fire service technology and communication equipment and how to utilize in support of emergency operations.
• Ongoing developments and innovations related to fire suppression, emergency medical care, HazMat, rescue systems, USAR, emergency vehicles and equipment, and fire prevention.

Ability to:

• Effectively interpret and administer District policy in the areas of emergency medical services, hazardous materials, Incident Command System application, development related issues, city/county/local area interrelationships.
• Establish and operate an incident command post and function as Incident Commander within the Incident Command System at fires and emergencies.
• Develop, direct, and manage the activities and capabilities of subordinate personnel, fostering a dynamic, team-oriented environment, motivating and inspiring others to work together toward common goals.
• Plan, develop, and implement goals, objectives, policies, and procedures to ensure operational effectiveness.
• Establish and maintain effective working relationships with individuals at every level of the organization and with members of external groups, including other counties, cities, public agencies.
• Make sound decisions and facilitate implementation in accordance with laws, ordinances, rules, regulations, departmental policies and procedures, labor agreements.
• Utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, and time management.
• Set and manage internal and external expectations in a positive and mutually beneficial manner.
• Possess excellent project management skills in order to effectively lead project teams and coordinate complex programs, meeting established objectives and deadlines.
• Effectively utilize communication skills, including presentation skills and ability to facilitate training sessions, meetings, and projects.
• Communicate effectively in writing, including spelling, grammar, and writing standards.
• Utilize organizational skills, including the ability to be flexible and to multi-task.
• Apply well developed listening and information gathering skills toward objective problem solving and conflict resolution.
• Remain clear-headed and diplomatic in stressful situations.

Experience:

Seven years of full time fire fighting experience, including at least three years in the position of Fire Captain or Training Captain within the San Ramon Valley Fire Protection District.

Education:

An Associate of Arts/Science Degree from an accredited college or university completed.

Certification:

CPR and:

Five (5) California State Board of Fire Services Chief Officer courses, or the completion of the California State Board of Fire Services Master Instructor Series, to be completed in order to compete in the 2007 promotional examination.

License:

Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 65 pounds without assistance and up to 300 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person at distances up to 50 feet over the noise of equipment; project voice volume and speech clarity to command during emergency operations. The employee must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb
hills, open and close heavy gates, load and unload vehicles, work outdoors for long periods of time in all types of weather conditions, and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions, and have the stamina to perform administrative functions and meet the physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outdoors, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, around crowds, loud noises, limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment. The employee must work effectively as a team member and/or leader of a fire company under these conditions.

**WORKING CONDITIONS**

Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments, work harmoniously with subordinates and superiors, and wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
FIRE CAPTAIN - TRAINING

DEFINITION

Under the supervision of the Training Division Chief, assists in the operation and coordination of in-service training and safety programs in the San Ramon Valley Fire Protection District; develops instructional material, schedules training sessions, and conducts classroom and field instruction; demonstrates the proper use and care of fire fighting apparatus and equipment; and performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Assists in the operation and coordination of the modular training program; develops and revises training objectives, lesson plans, performance standards, and training bulletins, also PowerPoint presentations, training videos, flip charts and other visual aides; writes and administers written examinations and employs other evaluation methods; researches new information for inclusion in written instructional material and identifies techniques for successful course development; develops annual training calendar and schedules training for suppression companies and special courses for other District personnel; instructs Fire District personnel in a variety of subjects relating to fire suppression, safety, emergency medical care, hazardous materials, rescue, physical fitness, and reserve/volunteer training; develops, schedules, coordinates and recruits instructors for post-employment recruit academies; operates both still and video camera equipment for production of slide and video training programs; supervises video and other volunteers during training events and emergency incidents; keeps training records including statistics on training results and participant evaluations; writes reports and correspondence; responds to fires or rescues to perform Safety Officer or other operational functions, or to video or photograph emergency scene activities.

Skill to: Read and interpret various written materials and documents relating to training and safety; ability to make analytical decisions based on visual observation of employee performances in emergency situations and to develop training programs to correct or improve employee performance; ability to present information in a manner that is readily understood; ability to instruct manipulative and technical lessons ranging from basic to complex; ability to meet and deal tactfully and effectively with employees and the public; ability to make oral presentations; ability to keep detailed records; ability to enter and retrieve data using a modern computer system.

Ability to develop, implement, apply, coordinate, and evaluate a multitude of training programs that meet the needs of the District; a thorough knowledge of instructional methods, procedures and
strategies; knowledge of modern fire suppression and prevention procedures, techniques and
equipment; knowledge of rescue and emergency care procedures; ability to prepare instructional
materials, lesson plans, training bulletins, written examinations and visual aides; ability to prepare
oral and written reports; ability to work effectively with others.

Ability to add, subtract, multiply and divide; ability to calculate figures and amounts such as
proportions, percentages, areas and circumference; ability to apply concepts of basic algebra and
geometry.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or
diagram form; ability to deal with problems involving several concrete variables in standardized
situations.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently
required to use hands to finger, handle, or feel objects, tools, or controls. The employee is
occasionally required to stand, walk, sit, or reach with hands and arms, climb or balance, stoop,
kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 65 pounds without assistance and up to 300
pounds with assistance. Specific vision abilities required by this job include close vision, distance
vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print
on documents and maps, detect subtle shades of color, hear and speak well enough to communicate
over the telephone, radio and in person at distances up to 50 feet over the noise of equipment; must
be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills,
open and close heavy gates, load and unload vehicles, work outdoors for long periods of time in all
types of weather conditions, and safely wear and work in a self-contained breathing apparatus
(SCBA) without medical or physical restrictions; stamina to perform administrative functions and to
meet physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outside, which may
include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee
may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but
not limited to, heights, confined spaces, temperature extremes, around crowds, loud noises, limited
visibility, in the presence of hazardous materials, in the presence of victims of death and/or
dismemberment. The employee must work effectively as a team member, communicate
professionally with subordinates, peers and superiors, one-on-one and in front of groups.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to
accomplish the job requirements, remain awake for long periods of time (including 24 hour periods)
under strenuous situations, attend classes, meetings, seminars, and conferences during or after work
hours, travel out of town or out of state for several days at a time, work under adverse conditions
such as those inherent in emergency fire fighting situations, consistently follow through with
duties/assignments and work harmoniously with subordinates and superiors; wear approved
uniform; consistently and properly wear all appropriate PPE; report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** The principles, practices, and techniques of fire service instruction; a good knowledge of the laws, codes, ordinances, and regulations related to an autonomous fire district; knowledge of building materials, construction and the principles of combustion; knowledge of principles and practices used in fire attack; knowledge of building extinguishing and alarm systems; knowledge of business English including spelling, grammar, vocabulary, and report writing standards; methods of performing basic arithmetic operations.

**Experience:** Four years full-time firefighting experience in the position of Firefighter or above within the San Ramon Valley Fire Protection District.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**License:** Possession of a valid California Drivers License. Maintenance of a valid California driver's license is required as a condition of employment.

**Certification:** EMT-1-D; CPR; California State Board of Fire Services Firefighter I and Firefighter II Certification; California State Board of Fire Services Fire Officer.
DIVISION CHIEF - TRAINING

DEFINITION

Under the general direction of the Assistant Chief of Operations, the Training Division Chief is responsible for planning, scheduling, supervising, and administering a comprehensive fire training program and coordinating the in-service training and safety programs in the San Ramon Valley Fire Protection District. The Training Division Chief may also be required to perform various other duties as required.

The responsibilities of the Training Division Chief will fall into three primary categories: Strategic Direction – identifying and satisfying strategic training objectives through appropriate training solutions in support of performance excellence for current and future training and development requirements; Training Operations – ensuring training excellence by developing and managing the processes which drive the analysis, design, development, and delivery of highly effective and engaging courses and training exercises; Personnel Management – providing managerial leadership to Training personnel through interactive performance management and focused personal development.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Examples of Duties:

The following tasks are typical for employees assigned to this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here.

Directs the development, administration, and coordination of the training program; defines performance standards for suppression personnel, engine companies, and volunteers to meet District and industry requirements; defines training strategies/initiatives and delivery systems that promote performance excellence and support the advancement of performance standards and organizational change; anticipates future training and development needs based on business and fire service realities, organizational shifts, new technologies, and government requirements; explores and expands alternative training methods, such as web based training; analyzes and evaluates the effectiveness of existing training programs and makes required course corrections; ensures training effectiveness of pilot programs by actively leading their development and review; maintains a high level of industry acumen by staying abreast of developments and innovations related to fire suppression, emergency medical care, HazMat, and USAR, as well as instructional materials and delivery techniques; communicates training and performance issues and concerns, as well as recommended solutions, to senior management staff regarding fire service and emergency operations; develops and implements fire academy programs; schedules and conducts training
instructional exercises, including classroom and field instruction; directs the development and revision of course outlines, lesson plans, training bulletins, visual aides, examinations, and other training materials; coordinates the re-certification processes of staff trained in emergency medical care; coordinates and conducts volunteer fire training activities; instructs District personnel in a variety of subjects relating to fire suppression, safety, emergency medical care and rescue, physical fitness, reserve/volunteer training, and specialized subjects; observes Company fire training drills; instructs and monitors the progress of probationary fire personnel and also confers with supervisors regarding progress of probationary fire personnel; provides resource material and support to Company Officers to enable them to fulfill Company level training expectations; demonstrates the proper use and care of fire fighting apparatus and equipment and performs related work as required; operates both still and video camera equipment for production of slide and video training programs; directs the development and issuance of the training calendar and training bulletins as well as training schedules for suppression training and special courses; maintains all records, files, and logs related to training received by suppression personnel, including statistics on training results and participant evaluations; maintains training facilities and all training materials and equipment, including tapes, films, viewing equipment, and printed materials; prepares and manages the budget for the training division; serves as a key contact through the training development and delivery processes; participates in the review, selection, and management of external content development vendors; provides management/leadership guidance to Training personnel with respect to work activities as well as personal development; clearly defines and communicates position expectations and provides on-going and constructive performance feedback to increase individual and team performance; assists Training personnel in identifying and resolving employee relations and/or performance issues; clearly defines, updates, and communicates Training initiatives to Training personnel; provides leadership through the program management of initiatives and through assistance in identifying and removing obstacles encountered in the course of developing and implementing Training initiatives; provides technical assistance to Training personnel and other staff in support of Training objectives; provides clear and continual communication to Training personnel regarding District initiatives, management and policy updates, and industry developments; builds a knowledgeable and cohesive Training team.

**Skill to:** Read and interpret various written materials and documents relating to training and safety; comprehend and explain technical and other information in a clear, concise manner; utilize organizational skills to effectively reorganize priorities and multi-task; function as a team player with excellent communication and interpersonal skills, especially the ability to interact with members of the public as well as with other members of District staff; set and manage internal and external expectations in a positive and mutually beneficial manner; grasp strategic concepts relating to overall business needs and solutions; identify learning needs, skills, and competencies based on observation of training exercises and employee/company performance in emergency situations and in turn utilize the information to develop training programs to correct and improve training and overall performance; successfully develop, implement, and evaluate a multitude of training programs that meet the needs of the District; grasp and effectively utilize various management principles and techniques; creatively problem-solve and effectively communicate solutions; remain clear-headed and diplomatic in stressful situations; pay attention to detail and accuracy at all times; teach manipulative skills required for effective fire fighting ranging from the basic hose and ladder evolutions to the more complex operation of complicated apparatus and equipment; apply up-to-date knowledge of current training trends, practices, and technologies; identify learning needs,
skills, and competencies to achieve desired District business objectives; utilize program management skills in order to effectively lead project teams and coordinate complex programs; efficiently utilize resources to complete projects; prepare instructional materials, lesson plans, information sheets, written examinations and visual aides; present information in a manner that is readily understood; utilize written skills, including spelling, grammar, and writing standards; keep detailed records.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit, or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio, and in person at distances up to 50 feet over the noise of equipment; must be physically fit enough to carry fire equipment as needed, walk over rough terrain, climb hills, open and close heavy gates, load and unload vehicles, and work outdoors for long periods of time in all types of weather conditions and to safely wear and work in a self-contained breathing apparatus (SCBA) without medical or physical restrictions; stamina to perform administrative functions and to meet physical and mental demands during an extended emergency.

While performing the duties of this job the employee occasionally works outside, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, under hazardous, life-threatening conditions, such as, but not limited to, heights, confined spaces, temperature extremes, around crowds, loud noises, limited visibility, in the presence of hazardous materials, in the presence of victims of death and/or dismemberment.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, remain awake for long periods of time (including 24 hour periods) under strenuous situations, remain on-call 24 hours a day, attend meetings, seminars, and conferences during or after work hours, travel out of town or out of state for several days at a time, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**Knowledge of:** Modern management principles and practices; management of municipal fire and building department operations; effective supervision techniques; principles, practices, and techniques of fire fighting and emergency operations; principles, practices, and techniques of fire service instruction; a good knowledge of the laws, codes, ordinances, and regulations related to an
Autonomous Fire District; knowledge of building materials, construction, and the principles of combustion; knowledge of principles and practices used in fire attack; knowledge of building extinguishing and alarm systems; knowledge of business English including spelling, grammar, vocabulary and report writing standards; methods of performing basic arithmetic operations; effective writing techniques; computer operating systems and software applications; hazardous materials programs management; Incident Command System; effective training program development; principles of safety program development and management; local geography and emergency resources.

**MINIMUM QUALIFICATIONS**

**Experience:** Seven years of full time experience, including at least three years in the position of Fire Captain within the San Ramon Valley Fire Protection District.

**Education:** An Associate of Arts/Science Degree from an accredited college or university.

**License:** Possession of a valid California Driver’s License.

**Certification:** CPR, EMT-1-D and:

Five (5) California State Board of Fire Services Chief Officer courses, or the completion of the California State Board of Fire Services Master Instructor Series, to be completed in order to compete in the 2006 promotional examination.

**OR**

All California State Board of Fire Services Chief Officer courses or Five (5) California State Board of Fire Services Chief Officer courses and the completion of the California State Board of Fire Services Master Instructor Series to be completed in order to compete in the 2008 and/or future promotional examinations.
COMMUNICATIONS CENTER MANAGER

FLSA: EXEMPT

DEFINITION

Under general direction, plans, organizes, administers, oversees, and supervises the operations of the communications and emergency dispatch systems in the San Ramon Valley Fire Protection District including equipment maintenance, and upgrades, record keeping and quality assurance; analyzes and corrects system problems; manages the effective use of the Communications Center resources to improve organizational productivity and customer service; supervises staff assigned to the Communications Center; oversees the District’s communications volunteer program; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Chief-Support Services. Exercises general supervision over Communications Center staff.

CLASS CHARACTERISTICS

This is a mid-management classification that is responsible for managing the operation of the communications system including the supervision of dispatch personnel and overseeing the installation, maintenance and repair of communications equipment. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities, is responsible for providing complex support to the District in a variety of areas, and is the point of contact for other departments and agencies. Successful performance of the work requires an extensive communications center background as well as skill in coordinating communication center work. This class is distinguished from the Supervising Dispatchers by the overall responsibility for the District’s communication and emergency dispatch systems.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plans, manages, and organizes the operation and maintenance of the District’s Communications Center including providing direction to ensure quality performance and customer service, overseeing staff duties in various areas, supporting communications dispatch staff in dealing with difficult matters or people, providing training, motivation, and evaluation for staff, assigning and scheduling tasks, and preparing performance and statistical information to staff.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Communications Center; creates, recommends and administers policies and procedures.
- Participates in the development and administration of the assigned department budget; forecasts needed funds; monitors and approves expenditures; recommends adjustments as necessary.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures;
assesses and monitors workload and administrative and support systems; identifies opportunities for improvement and recommends to the Assistant Chief.

- Upgrades computer software, purchases new equipment, coordinates computer downtime, performs scheduled back-up procedures, troubleshoots equipment, trains users, implements policy, procedure, protocol, and training, and coordinates with outside software and hardware vendors, as necessary.
- Maintains records of dispatch reports and audio recordings of fire telephone and radio calls; analyzes data to ensure compliance with community needs and standards.
- Manages and oversees the District’s communications volunteer program which supports District operations; responsible for recruiting, scheduling, training, and organizing assignments and duties of these volunteers; prepares program policies, procedures, program documentation, and provides and informal performance feedback to the volunteers.
- Participates in the development, evaluation, and testing of Communications section emergency and disaster operating procedures in conjunction with other divisions within the District, and surrounding municipalities disaster coordinators.
- Serves in the Emergency Operations Center, including ensuring all communications links are established and accounted for.
- Assists in the implementation of a quality control/quality assurance program according to regulatory requirements and participates in annual studies in order to maintain District certification under the applicable accreditation programs.
- Provides advisory support and acts as a liaison to management, committees, vendors, community partners, the public, and regulatory agencies; builds partnerships and coalitions.
- Attends and participates in professional group meetings and committees; stays abreast of new trends and innovations regarding communications center operations and dispatch services; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Plans, implements and exercises sound business continuance practices. Assures communications center has appropriate redundancy and failover capabilities.
- Manages and coordinates FCC licensing activities and represents the Fire District in frequency allocation issues.
- Performs other duties as assigned.

### QUALIFICATIONS

**Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, supervision of staff, and program management.
- Principles and practices of budget administration and contract administration.
- Technology and equipment used in the design, installation, maintenance and operation of telecommunications systems.
- Basic electronics theory; electronic communications equipment including radio/telephone transmitters and receivers and microwave, data transmission and computer-aided dispatch equipment.
- Applicable Federal, State, and local laws, codes, ordinances, and departmental rules and regulations.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of assigned programs.
- Research and reporting methods, techniques, and procedures.
• Modern office practices, methods, computer equipment, and basic computer software related to work.
• Principles and procedures of record keeping and report preparation.
• English usage, grammar, spelling, vocabulary, and punctuation.
• Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

• Recommend and implement goals, objectives, and practices for providing effective and efficient services.
• Evaluate and develop improvements in operations, procedures, policies, or methods.
• Determine appropriate course of action to ensure that fire telecommunications equipment and networks remain in good working condition.
• Perform simple repair or direct the repair and routine maintenance on fire service electronic communications equipment.
• Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
• Interpret, apply, and explain laws, regulations, codes, and departmental policies relating to communications programs and activities.
• Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
• Effectively represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
• Establish and maintain a variety of filing, record keeping, and tracking systems including those specifically required by ISO and accreditation organizations or commissions.
• Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
• Operate modern office equipment including computer equipment and specialized software applications programs.
• Use English effectively to communicate in person, over the telephone, and in writing.
• Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
• Establish and maintain effective working relationships with those contacted in the course of work.

REQUIRED EXPERIENCE

Two (2) years of progressively responsible supervisory or program management experience, preferably in a fire department. Experience with EMD and fire agency accreditations also highly desirable.

REQUIRED EDUCATION

A Bachelors Degree from an accredited college with a major in computer science, information technology, data processing, telecommunications, electrical engineering, or closely related field.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.
REQUIRED LICENSE

Possession of a valid California Class C driver's license. Maintenance of a valid California driver's license is required as a condition of employment.

PHYSICAL DEMANDS

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required.

ENVIRONMENTAL ELEMENTS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements; work evenings, weekends, and holidays, attend meetings, seminars and conferences during or after work hours, travel out of town. Participate in an after-hours emergency response program for on-call and callback assignments. Consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
FIRE DISTRICT AIDE

DEFINITION

Under supervision of the Assistant Chief of Support Services or equivalent position, the Fire District Aide may perform a variety of activities, including messenger, administrative or clerical assignments, and special projects as required. Duties will vary depending on the particular division assignment and individual areas of interest or specialization.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required, but are not designed to be all inclusive. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Drives District vehicle for pick-up and delivery of District inter-office mail, materials, and supplies to various District locations and/or government agencies; loads and unloads District vehicle used for delivery; prepares materials and supplies for transport. Assists with office work such as typing, filing, and copying as needed. Assists with special projects as needed. Operates modern office equipment, such as personal computers to perform word-processing and data-entry functions.

Skill to: Drive safely and skillfully; work with a minimum of supervision and handle diverse assignments; sort and categorize mail and other correspondence; communicate effectively via phone in a pleasant and efficient manner; develop and maintain effective relationships with those contacted in the course of work; use patience, courtesy, and tact in dealing with the public and coworkers; follow proper procedures and instructions in the performance of assigned duties; prioritized work assignments; maintain accurate records; perform accurate data-entry; proofread to identify and correct errors in grammar, punctuation, spelling, and arithmetic; communicate effectively both orally and in writing; use a 10 key calculator and a computer keyboard.

Physical Characteristics: See and read fine print; hear and speak to converse in person and over the telephone; use fingers and hands to write; use a 10 key calculator and a computer keyboard; bend, stoop, stretch, and reach; strength to lift up to 50 pounds.

Other Qualifications: Ability to comply with District grooming standards; wear approved uniform. Possess good organizational skills. Report for work on a regular, part-time basis and maintain an acceptable attendance record in accordance with District policy.
**MINIMUM QUALIFICATIONS**

Must be 18 years of age at time of appointment.

**Knowledge of:** Operation of various vehicles; proper English usage including spelling, grammar, vocabulary, and punctuation; basic mathematics; the operation of modern office machines and equipment; personal computer operating systems and software, Microsoft Office programs; data entry.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**License:** Possession of a valid California Driver’s License.

**Certification:** None required.

**Hourly Rate:** $10 - $15.
FIRE DISPATCHER

DEFINITION

Under the supervision of the Supervising Dispatcher or Communications Center Manager, receive routine and emergency calls and transmit messages by operation of telecommunications equipment during an assigned 24 hour shift, and perform other duties as required.

ESSENTIAL FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Receives, evaluates and prioritizes in a timely manner calls for assistance received via phone, radio transmissions or walk-in reports; assigns and dispatches appropriate fire companies and personnel following District procedures and protocols; maintains status of District equipment both manually and by computer; answers routine telephone calls and provides general information to the public; maintains records, logs and reports both manually and computerized; performs routine clerical assignments including but not limited to data entry and record keeping; operates fire alarm equipment, radio consoles, Computer Aided Dispatch system, and other telecommunication support equipment; responsibility for various ongoing staff projects; and performs other duties as assigned.

Skill to:

Make decisions in situations of stress; speak clearly and concisely; understand and carry out oral and written instructions; deal tactfully, courteously, and effectively with the public during emergency and non-emergency situations; maintain accurate and up to date records; write clearly and legibly; interpret maps and floor layouts; be responsible, alert, and thorough at all times; remain awake for long periods of time (including 24 hour periods) under strenuous situations; work in a fast paced and demanding environment; prioritize calls depending on type of emergency; monitor several different radio channels at once; convey information to new employees in a clear and concise manner; take directions from several sources; work without direct supervision; work with other agencies, outside vendors and private sector; be willing and able to participate as part of a team in ongoing station maintenance or other station duties.

Physical Characteristics: Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Visual- Normal color vision. Minimum corrected vision of 20/40, or ability to read correspondence and computer screen. See to read small print on maps and documents and VDT's and detect subtle shades of color with no color deficiencies.
Hearing: Must be within normal ranges. Hear well enough to detect radio or telephone transmissions, sometimes with interference and static. Hear and speak well enough to communicate over the telephone, radio, and in person.

While performing the duties of this job, the employee is required to use hands and fingers to write, operate computer keyboards and complex radio computer equipment, handle or feel objects, tools or controls; have the strength to occasionally lift and/or move up to 25 pounds; stamina to work at a computer terminal for long periods of time; manual dexterity to load and unload recording tapes; endurance to work long hours during an emergency. The employee is occasionally required to stand, walk, sit or reach with hands and arms, balance, stoop, kneel, or crouch, bend, stretch.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements; to work a 24-hour shift, work weekends, work holidays, work over with little notice, and work consecutive shifts when necessary, remain on-call 24 hours a day, attend meetings, seminars and conferences during or after work hours, travel out of town, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with district policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** The techniques, procedures and methods used in the operation of a public safety communications center; the operation of telecommunications equipment and Computer Aided Dispatch system; the locations of streets, roads, highways, and subdivisions within the District; of District policies and procedures.

**Experience:** Minimum of three years uninterrupted service as a public safety Dispatcher within the past five years. Demonstrated background in the operation of modern Computer Aided Dispatch systems.

**Education:** Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California Driver’s License is required as a condition of employment.

**Certification:** CPR and EMD certification (EMD certification from the National Academy of Emergency Medical Dispatch) shall be obtained as available/assigned by the District and maintained throughout employment.
FIRE MECHANIC

DEFINITION

Under the direction of the Assistant Chief of Operations, this position performs highly skilled mechanical work in the inspection, diagnosis, repair, and preventative maintenance of specialized District fire and rescue vehicles and apparatus, fire pumps, aerial ladders, breathing apparatus, small engines, and related equipment in addition to performing other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Assists in planning, scheduling, and supervising the maintenance of all vehicles; performs repairs to gas and diesel powered fire apparatus, utility cars and trucks; diagnoses valves, hydraulic cylinders, and swivels; diagnoses, repairs, and/or overhauls manual and automatic transmissions, differentials, air and hydraulic brakes, hydraulic systems, clutch systems and related components, steering, electrical and radio systems; tests and repairs a variety of non-vehicular equipment, including hoses, nozzles, generators, pumps, electrical cords, and headsets; fabricates parts and apparatus for special use; purchases fluids, parts, and stock items; inspects fire apparatus to ensure they meet acceptable state requirements; coordinates the movement and temporary replacement of equipment scheduled for repair or maintenance with appropriate shift commander; maintains vehicle and equipment maintenance and repair records; provides input on equipment specifications for the purchase of new fire apparatus and fire apparatus refurbishing; maintains inventory control system on stock items and equipment; assists in budget process for capital expenditures based on the evaluation of projected vehicle replacement needs and in the preparation of the general maintenance division budget; responds to road and emergency calls while on and off duty for vehicle and equipment problems; provides training to fire district personnel pertaining to maintenance and operation of fire apparatus and related equipment; maintains and repairs shop equipment.

Skill to:

Operate all fire apparatus; use hand, bench, and machining tools and equipment; design and fabricate equipment parts; perform diagnostics on vehicles and equipment, making detailed analysis of findings and preparing appropriate reports and recommendations; make accurate cost and repair time estimates; keep detailed records; enter and retrieve data using modern computer hardware and software; establish and maintain effective working relationships with those contacted in the course of work; make oral presentations; understand and carry out instructions furnished in written, oral, or diagram form; respond promptly to call-backs.
Add, subtract, multiply, and divide; calculate figures and amounts such as proportions, percentages, area, and circumference; apply the concepts of basic algebra and geometry.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is regularly required to stand, walk, sit, or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl. The employee will be required to perform moderate to heavy physical labor for extended periods of time.

The employee must occasionally lift and/or move up to 150 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The employee must have the ability to drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person. The employee must be physically fit to load and unload vehicles.

While performing the duties of this job the employee may occasionally be required to walk over rough terrain, climb hills, open and close heavy gates, and work outdoors for long periods of time in various weather conditions, which may include occasional exposure to wet, humid, hot, and inclement weather conditions. The employee may work near moving mechanical parts, in confined spaces, around crowds, with loud noises, and with limited visibility.

**Other Characteristics:** The employee must work in accordance with District policy and procedures; is expected to exercise a great deal of independent judgment in performing a wide variety of technical and administrative fleet maintenance related duties with minimal supervision.

Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, including occasional evenings and weekends; may be required to attend meetings, seminars, and conferences during or after work hours; may be required to travel out of town or out of state for several days at a time; will be required to consistently follow through with duties/assignments and work harmoniously with subordinates and superiors; will be required to wear approved uniform. The employee will be expected to report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** The principles, practices, and techniques of vehicle and fire apparatus maintenance; the principles of diesel engines, diagnostic equipment, hydraulics, emissions, and electrical systems; the laws, codes, and regulations related to the operation of fire apparatus and other motor vehicles within the State of California, including but not limited to OSHA regulations; knowledge of fire apparatus construction; scheduling, coordinating, and supervising a complex vehicle and equipment maintenance program.
Experience: The equivalent of five (5) years experience as a journey-level mechanic with emphasis in the diagnosis, maintenance, and repair of diesel and gasoline engines, heavy trucks, and fire apparatus.

Education: Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

Or

Any combination of education and experience that demonstrates the possession of the requisite skills, abilities, and knowledge listed above. The decision to accept or reject this education or experience as qualifying is solely at the discretion of the District.

License: Possession of, or ability to obtain and maintain a valid California Class B driver's license prior to employment. Maintenance of a valid California driver's license is required as a condition of employment.

Certification: To qualify, the candidate must have, or be able to obtain within one year of employment, certification as a State Fire Marshal Certified Fire Mechanic, Level 1. Employees in this classification are required to maintain certification as a condition of employment.

Tools: Employee must possess own hand tools suitable for work performed.
GEOGRAPHIC INFORMATION SYSTEMS (GIS) ANALYST

DEFINITION

This position is an advanced technical position under the supervision of the Deputy Fire Chief. The Geographic Information Systems (GIS) Analyst serves as an important component in the District’s ability to effectively respond to emergencies. As such, the GIS Analyst must have advanced working knowledge of GIS applications and concepts. The GIS Analyst should also possess programming skills in Visual Basic and Java, as well as administration skills in RDBMS, Microsoft Windows operating systems, Oracle spatial databases, SQL Server, and Microsoft Access.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Perform management and administration of geospatial data, including integration and maintenance of commonly used GIS data within a shared enterprise GIS database; provide technical support and guidance to other District employees in GIS database design, connectivity, access, and quality assurance; prepare, collect, organize, and input data to maintain and enhance the GIS database for all geospatial data; integrate hardware (PDAs, GPS, servers, etc.) with GIS software and development of interfaces between GIS and other District applications according to standard IS methodologies; respond to various requests for geographic information and provide technical support and direction on special projects and studies for the District; provide intermediate administration of the Windows 2000 and XP based operating systems as required to support present and future GIS functions, including data security, hardware problem identification, configurations, system updates, and documentation; provide intermediate administration and support to District database systems, including deficiency correction in databases, problem resolutions, data integrity, and documentation; assist with end-user and backshop system support within Information Services when needed and/or as requested; prepare engineering drawings and maps, special purpose illustrations, and standard detail drawings with use of GIS or CAD system; aid District staff in production of standard and customized maps or plots; ensure quality control of mapping; prepare special studies which may include field investigation, data collection and analysis, utilizing statistical methods and automated software applications; assist in the development and maintenance of a District homeland security project; develop, review, and maintain all GIS data and map information, both digital and hard copy, for all District resources including Dispatch, apparatus, and stations.

Skill to: Read and interpret engineering drawings and sketches; digitize engineering drawings and plans; compile, organize, and input engineering data in GIS application; input data into a
relational database management system; program and use Visual Basic; administer relational
databases; administer Windows operating systems; clearly communicate technical information
both orally and in writing; respond to GIS needs of general public, interested parties, and
requesting agencies; comprehend technical specifications for computer aided/automated
cartographic products; perform work in a neat and accurate manner; establish and maintain
working relationships with employees, colleagues, government officials, the general public, and
members of the professional community.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently
required to use hands to finger, handle or feel objects, tools or controls. The employee is regularly
required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch,
crawl. The employee may also be required to sit at a desk for extended periods of time.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required
by this job include close vision, distance vision, color vision, peripheral vision, depth perception,
and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print
on documents and maps, detect subtle shades of color, hear and speak well enough to communicate
over the telephone, radio and in person. The employee must be physically fit to load and unload
vehicles.

While performing the duties of this job the employee may occasionally be required to walk over
rough terrain, climb hills, open and close heavy gates, and work outdoors for long periods of time in
various weather conditions, which may include occasional exposure to wet, humid, hot, and
inclement weather conditions. The employee may work near moving mechanical parts, in confined
spaces, around crowds, with loud noises, and with limited visibility.

**Other Characteristics:** The employee must work in accordance with District policy and
procedures; is expected to exercise independent judgment in performing a wide variety of technical
and administrative duties with minimal supervision.

Must be willing and have the ability to work such hours as are necessary to accomplish the job
requirements, including occasional evenings and weekends; may be required to attend meetings,
seminars, and conferences during or after work hours; may be required to travel out of town or out
of state for several days at a time; will be required to consistently follow through with
duties/assignments and work harmoniously with subordinates and superiors; will be required to
wear approved uniform. The employee will be expected to report for work on a regular, consistent
basis and maintain an acceptable attendance record in accordance with District policy.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Geographic Information Systems (GIS) and Computer Aided Drafting (CAD)
concepts, analytical techniques, and computer mapping; basic principles and practices associated
with Public Works projects and civil engineering; data processing terminology, applications, and
capacities; Oracle and SQL programming; basic Local and Wide Area Networking (LAN & WAN) concepts and principles; general knowledge and skill in operating tabular and graphic display and output devices associated with GIS; advanced knowledge of GIS applications; general principles and techniques of cartography and surveying; database systems and management along with a variety of applicable software programs, including Oracle, SQL Server, MS Access, Intergraph product suite, ESRI products; methods and techniques of record keeping and report writing; Microsoft Office Suite with emphasis on Access, Excel, Word, and PowerPoint.

**Experience:** The equivalent of four (4) years progressively responsible experience in cartography, geology, mechanical drawing, civil engineering, or drafting.

**Education:** Possession of a BA or BS degree from an accredited college/university with emphasis in computer science, management information systems, geology, GIS systems, or closely related field.

Or

Any combination of education and experience that demonstrates the possession of the requisite skills, abilities, and knowledge listed above. The decision to accept or reject this education or experience as qualifying is solely at the discretion of the District.

**License:** Possession of, or ability to obtain and maintain a valid California Class C driver's license prior to employment. Maintenance of a valid California driver's license is required as a condition of employment.
INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical duties in support of the District's management information system; provides technical support to users; troubleshoots hardware and software problems associated with the District's computers and related equipment; installs hardware equipment and software applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Technology Systems Manager. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is the journey-level technical support class in the information systems series that provides technical desktop support to District employees. Responsibilities include troubleshooting hardware and software applications; assuring the security of District personal computers by searching for and eliminating viruses, adware, spyware, etc.; assisting in the implementation of new software and/or hardware; and the overall maintenance of user accounts. This class is distinguished from the Technology Systems Manager in that the latter has overall responsibility for the District’s information systems.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Answers questions, responds to requests in a timely manner, and provides technical support, assistance and training over the phone and in person to District personnel on technology related issues.
- Evaluates and diagnoses hardware and software problems associated with the District's servers, computers and related equipment; performs diagnostic testing; repairs equipment and reports results.
- Installs, configures and supports new and/or upgraded versions of software applications.
- Establishes a computer maintenance schedule; performs minor maintenance and servicing on computer hardware and software.
- Maintains network components including routers, switches, VoIP hardware and software, wireless LAN controllers, wireless access points, firewalls and telecommunications lines.
- Installs, images, configures and updates servers, computers and telephones; installs, maintains, and troubleshoots LAN and voice connections and cabling; tests and certifies each installation.
• Plans and maintains small project schedules and work requests; monitors, coordinates and reports results.
• Performs basic server administration including, but not limited to Microsoft Windows Server, Exchange, SQL Server and Software and Systems Management Servers.
• Inspects work by vendors, in progress and upon completion, to ensure compliance with standards and specifications and advises Technology Systems Manager on results; advises District personnel of work in progress, operating problems and actual or potential delays.
• Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules.
• Prepares and maintains documentation; maintains and updates manuals, codebooks, templates, and related documents.
• Assists with configuration of backup software; coordinates transfer of backup tapes to off-site provider.
• Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
• Maintains records of inventory including hardware and software; assists with salvage of computer equipment; assists with procurement and warranty returns/repairs.
• Assists in the development of, maintains, and enforces information technology operational policies and procedures.
• Maintains and modifies system and user-end security, District security system (I.D. badges), databases, intranet, records, and websites.
• Issues hardware equipment and computer literature for checkout.
• May develop applications, scripts, and macros to enhance, expedite, and automate various tasks.
• Produces and distributes statistical data, reports, and computer printouts.
• Performs other duties as assigned.

QUALIFICATIONS

In general, the Information Systems Technician will need the following skills, knowledge, and attributes to be successful in fulfilling the responsibilities of the position:

Knowledge of:

• Applications, functions, maintenance methods and procedures of computer hardware, software, and peripheral devices.
• Operational characteristics, services, and activities of an Information Systems program.
• Principles of database management and systems development.
• Principles and procedures of record keeping.
• Troubleshooting techniques used in resolving problems with operating systems, networking, computer hardware and software, telecommunications equipment and related systems and equipment.
• LAN/WAN design and support of routers, switches, VoIP hardware/software, firewalls and wireless networking equipment.
Network protocols, services and concepts such as TCP/IP, DNS, DHCP, SNMP, LDAP, SMTP and VPN.

Common operating systems including installation, configuration, user and resource management, troubleshooting and the use of common system utilities.

Occupational hazards and standard safety practices necessary in the area of computer operations.

Technical report writing practices and procedures.

Modern office practices, methods, and computer equipment.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.

Techniques for providing a high level of customer service to public and District staff, in person and over the telephone

Ability to:

- Analyze and troubleshoot computer networks, servers, and computer hardware and software; use logic to solve the problem.
- Recommend, design, implement, and/or install computer hardware and software applications.
- Plan, organize, and prioritize tasks.
- Establish and maintain a computer maintenance schedule.
- Train other employees in the application and use of computer hardware and software.
- Write system procedures.
- Diagnose system software problems.
- Learn to use new and existing software and hardware.
- Use word processing, spreadsheet, and graphics programs.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

REQUIRED EXPERIENCE

Two (2) years of recent related experience in personal computer system installation and support.

REQUIRED EDUCATION

Equivalent to the completion of an Associate’s degree in computer science, data processing, or a related field.
The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

**REQUIRED LICENSE**

Possession of a valid California Class C driver's license. Maintenance of a valid California driver's license is required as a condition of employment.

**PHYSICAL DEMANDS**

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements; work evenings, weekends, and holidays, attend meetings, seminars and conferences during or after work hours, travel out of town. Participate in an after-hours emergency response program for on-call and callback assignments. Consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
DISPATCH SUPERVISOR

FLSA: NON-EXEMPT

DEFINITION

Under general direction the Dispatch Supervisor plans, directs, administers, supervises, and participates in daily operations and activities of the Communications Center. Performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Communications Center Manager. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is a supervisory-level classification in the professional Fire Dispatch series that exercises independent judgment on diverse and specialized Dispatch activities and projects and has significant accountability and ongoing decision-making responsibilities associated with the work in the Communications Center. The Dispatch Supervisor organizes and oversees day-to-day Dispatch activities, including the receiving and processing of routine and emergency calls, the allocation of appropriate resources, the maintenance of related logs, and the generation of required reports. Responsibilities also include ensuring adherence to all District and Operational policies, procedures, and protocols. This class is distinguished from the Communications Center Manager in that the latter has overall responsibility for all Communications Center functions, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plans, coordinates, reviews, and supervises Dispatchers’ emergency and non-emergency activities ensuring the delivery of high quality professional services to the District and to the public.
- Schedules and participates in Dispatch activities and projects in alignment with strategic initiatives as outlined in the District’s Strategic Plan.
- Participates in and supervises the receiving, evaluation, and prioritizing in a timely manner, calls for services, both emergency and non-emergency, received via telephone, radio transmissions, or walk-in reports, assigning and dispatching appropriate fire companies and personnel in accordance with District policies, procedures, and protocols.
- Attempts to calm/assist distraught callers during high risk situations until appropriate emergency units arrive on scene.
- Implements and follows the NIMS guidelines as required.
• Supervises and does follow-up on Communication Center’s responsibilities for maintenance of station and equipment, ensuring everything is in working order, requesting/coordinating repairs when necessary.
• Regularly reviews Dispatcher performance and conduct levels, through performance appraisals and other forms of measurement. Facilitates a positive, interactive process to address performance concerns.
• Maintains thorough knowledge of and ensures adherence to District administrative and operational policies, procedures, and protocols.
• Coordinates and assists in the development, updating, and quality control of Dispatch services, policies and procedures, and related policy/operational manuals.
• Trains and instructs subordinates in work activities, programs, and services.
• Maintains status of District equipment both by computer and manually answering routine telephone calls and providing general information to the public.
• Maintains detailed call/response records, logs and reports, both manual and computerized.

QUALIFICATIONS

In general, the Dispatch Supervisor will need the following skills, knowledge, and attributes to be successful in fulfilling the responsibilities of the position:

Knowledge of:

• Principles, practices, and techniques used in the operation of a public safety communications center.
• General knowledge of modern information technology, telecommunications equipment, Computer Aided Dispatch (CAD) systems, personal computer operating systems and software applications, particularly Windows.
• The locations of streets, roads, highways, and subdivisions within the District.
• District administrative and operational policies and procedures and protocol.
• Effective training, staff development, and progressive discipline techniques.
• Principles and implementation of NIMS in all disciplines.
• Business English, including spelling, grammar, vocabulary, and report writing standards.

Ability to:

• Direct daily operations of a Dispatch Center.
• Develop, direct, and manage the activities and capabilities of subordinate personnel.
• Lead and grow a team through dynamic leadership, mentorship, positive motivation, and employee development.
• Answer and monitor multiple telephone lines, including 911 emergency telephone lines, and multi-channel two-way radio system concurrently.
• Receive calls for services, both emergency and non-emergency, determine nature and priority of calls received and dispatch appropriate providers to properly address need.
• Function within NIMS as directed.
• Keep detailed records/logs and write comprehensive reports.
• Give clear and concise verbal direction.
• Deal tactfully, courteously, and effectively with District personnel and the public during emergency and non-emergency situations.
• Prepare and analyze statistical information.
• Interpret maps and floor layouts.
• Make immediate and sound decisions, facilitating implementation, while under pressure or in stressful situations with fortitude to maintain diplomacy and situational clarity.
• Understand and implement oral and written instructions/directions often from several sources.
• Be responsible, alert, and thorough at all times.
• Quickly transition from a quiet work environment to a fast paced, highly stressful environment while maintaining a high level of efficiency.
• Work effectively without direct supervision when required.
• Work effectively with District personnel, other agencies, outside vendors, and private sector in both emergency and non-emergency situations.
• Utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and priority setting.
• Possess excellent organizational and multi-tasking skills with ability to work well under pressure of deadlines and constantly changing priorities.
• Possess excellent communication skills, both written and verbal.
• Participate as part of a team in ongoing station maintenance or other station duties.

REQUIRED EXPERIENCE

Three years as a full-time Dispatcher with the San Ramon Valley Fire Protection District.

REQUIRED EDUCATION

Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

REQUIRED CERTIFICATION

CPR and EMD Certifications (EMD certification from the National Academy of Emergency Medical Dispatch) are required and must be maintained throughout employment.

REQUIRED LICENSE

Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to use hands and fingers to write, operate computer keyboards and complex radio computer equipment, handle or
feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, balance, stoop, kneel, crouch, bend, or stretch.

The employee must occasionally lift and/or move up to 25 pounds. The employee must also have the stamina to work at a computer terminal for long periods of time, the manual dexterity to load and unload recording tapes, and the endurance to work long hours during an emergency.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Visual: Normal color vision. Minimum corrected vision of 20/40, or ability to read correspondence and computer screen. See to read small print on maps and documents and detect subtle shades of color with no color deficiencies.

Hearing: Must be within normal ranges. Hear well enough to detect radio or telephone transmissions, sometimes with interference and static. Hear and speak well enough to communicate over the telephone, radio, and in person.

**ENVIRONMENTAL ELEMENTS**

Employees work in a call center/office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees regularly interact with upset citizens and function under a dynamic work environment.

**WORKING CONDITIONS**

Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements; to work a 24-hour shift, work weekends, work holidays, work over with little notice, and work consecutive shifts when necessary; attend meetings, seminars and conferences during or after work hours, travel out of town, work under adverse conditions such as those inherent in emergency fire fighting situations, consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform. Report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy.
SUPPORT SERVICES ASSISTANT

DEFINITION

Under general direction performs numerous support functions for Fleet Services, Facilities, Information Technology, and the Dispatch Center. Performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Fire Chief – Support Services. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a journey-level classification that provides administrative support to District employees and regularly interacts with outside agencies, contractors, and vendors.

EXAMPLES OF ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Implement the activities of the District facility preventative maintenance program as directed.
- Schedule contractors and service people for repairs.
- Communicate with station personnel regarding maintenance and personnel requests.
- Work with vendors on quotes and bids.
- Conduct informal bidding for the Assistant Fire Chief – Support Services.
- Work in conjunction with various building departments, obtaining building permits, and delivering plans and specifications.
- Initiate and complete special projects related to Support Services.
- Assist Fire Mechanics with fleet maintenance logistics.
- Prepare various requisitions for approval.
- Assist the Technology Systems Manager with coordination of cellular phones, pagers, and PDA’s.
- Provide assistance to the Information Technology Division on special projects.
- Assist in coordinating the activities of the District Aides.
- Maintain accurate, up-to-date records and files.

QUALIFICATIONS

In general, the Support Services Assistant will need the following skills, knowledge, and attributes to be successful in fulfilling the responsibilities of the position:
Knowledge of:

- General knowledge of modern information technology, telecommunications equipment, and personal computer operating systems and software applications, particularly Windows.
- Business English, including spelling, grammar, vocabulary, and report writing standards.
- Principles and procedures of data entry and record keeping.
- Principles and procedures of project management.
- Basic arithmetic operations.

Ability to:

- Work with minimal supervision.
- Handle diverse work assignments with the ability to plan, organize, and prioritize tasks.
- Communicate effectively via phone and in person in a pleasant, cooperative, and efficient manner.
- Develop and maintain effective relationships with those contacted in the course of work.
- Utilize patience, courtesy, and tact in dealing with the public and with coworkers.
- Follow proper procedures and instructions in the performance of assigned duties.
- Maintain detailed logs/records.
- Perform accurate data entry.
- Proofread to identify and correct errors in grammar, punctuation, spelling, and arithmetic.
- Utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and priority setting.

REQUIRED EXPERIENCE

Minimum of two years in an administrative support position.

REQUIRED EDUCATION

Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

REQUIRED CERTIFICATION

None required.

REQUIRED LICENSE

Possession of a valid California Driver’s License. Maintenance of a valid California driver's license is required as a condition of employment.
PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit, or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog, or run.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment but also operate a motor vehicle to visit various District sites or to pick up/deliver items to other agencies, contractors, vendors, or businesses.

WORKING CONDITIONS

Must be willing and able to work regular and emergency overtime, as required. Employees must also comply with office grooming standards and wear approved uniform. Employees may be required to attend meetings, seminars, and conferences during or after work hours. Employees are expected to consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, report for work on a regular, consistent basis, and maintain an acceptable attendance record in accordance with District policy.
TECHNOLOGY SYSTEMS MANAGER

DEFINITION

The Technology Systems Manager is primarily responsible for managing the District’s combined telecommunications programs, including the Local Area Network and Wide Area Network systems, radio systems and infrastructure, Computer Aided Dispatch (CAD) System and interfaces, telephone systems – Traditional, IP, 911 - with particular attention paid to system reliability and the development of well-coordinated management information. The Technology Systems Manager will also coordinate the purchase, maintenance, and repair of the District’s computer, radio, and voice telecommunications equipment. At times, this position will be required to act as a liaison to various public agencies regarding the District’s technology systems. The Technology Systems Manager reports directly to the Assistant Fire Chief of Support Services.

Distinguishing Characteristics: A person in this position, working within the framework of District policy and Core Values, must be a knowledgeable, highly competent professional with an understanding of the critical nature of public safety technology requirements, including the overall integration of various network systems for highly reliable communications.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Example of duties:

Works with District and Operations management teams to evaluate District emergency communications requirements and strategies and proactively develops and implements short-term and long-term initiatives to ensure a high degree of functionality and reliability, keeping pace with industry standards and practices within confines of available resources; negotiates, implements, and maintains contract agreements and relationships; maintains a high level of industry acumen by staying abreast of developments and innovations related to all aspects of emergency response communications networks and equipment; reviews, develops, and recommends appropriate station emergency response areas; prepares capital and non-capital budget requests for needed communications equipment, personnel, and supplies; prepares various reports and correspondences; may respond to emergency incidents or emergency operating centers to assist with field communication systems and equipment; provides technical management services advice and direction to the District divisions and contracting agencies on all areas of radio communications and related computer systems, systems design, cost estimates, and equipment specifications; advises and assists with conventional and trunked radio systems, microwave systems, towers, sites, and antenna systems; advises on the proper usage of the District’s assigned radio frequency resources and acts as the District’s liaison with the amateur radio community; coordinates with vendors on the support of the radio system as required; manages the Dispatch Center’s Computer Aided Dispatch (CAD) system hardware and software;
plans, coordinates, and directs the operation and maintenance of the District’s Computer Aided Dispatch (CAD), telecommunications, radio, and telephone communications systems; supervises the maintenance and update of computer database records used in the operation of the CAD system, containing such information as street address and named places, hydrant and water supply status, street closure and interrupted service information, special activity information fire alarm system records, special resources, equipment inventory, pre-planned response information and incident records; researches telecommunications equipment and concepts and makes appropriate recommendations; evaluates and selects contract firms providing telecommunications maintenance, repair, and installation services; manages telecommunications engineering design efforts of the division and assists in the construction of District telecommunications sites and structures; drafts policy and division directives with respect to telecommunications policies and operations; arranges for the repair and maintenance of communications and computer equipment; coordinates the installation of telecommunications equipment, troubleshoots and determines causes of communications and computer equipment malfunctions; monitors cellular and standard telephone usage, billing, and requirements; coordinates with Fire Prevention and respective government agencies regarding new subdivisions and building projects for street names, addresses and response requirements; represents the District on communication matters before committees and organizations; coordinates communications activities with other agencies; provides information and assistance to the public upon request.

**Skill to:** Function at both a strategic and tactical level to objectively analyze data/issues, forecast needs, draw conclusions, identify potential solutions, project consequences of proposed actions, effectively implement recommendations to ensure a high level of telecommunications functionality and reliability; effectively lead project teams and coordinate complex programs, utilizing highly developed project management, written/verbal communication, and presentation skills; understand and explain technical subject matter both verbally and in writing to non-technical personnel; determine appropriate course of action to ensure that fire telecommunications equipment and networks remain in good repair; perform simple repair and routine maintenance on fire service electronic communications equipment; develop and deliver effective orientation and training on telecommunications equipment and systems to departmental users and others; establish and maintain effective internal and external working relationships; develop, direct, and manage the activities and capabilities of subordinate personnel; prepare and administer budgets, monitor and approve expenditures; make sound decisions and facilitate implementation in accordance with laws, ordinances, rules, regulations, departmental policies and procedures; utilize computers and computer software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and priority setting; possess excellent organizational skills with ability to work well under pressure of deadlines and constantly changing priorities.

**Physical Characteristics:** While performing the duties of this job, the employee is frequently required to use hands and fingers to, handle or grasp objects, type on a keyboard, manipulate office equipment. The employee is frequently required to sit, stand, and walk. The employee is occasionally required to reach with hands and arms, kneel, crouch, or squat.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.
The employee must have the ability to: drive a vehicle, operate a personal computer, read small print on documents, hear and speak well enough to communicate over the telephone and in person.

**Other Characteristics:** Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements, may be required to attend meetings, seminars, and conferences during or after work hours; consistently follow through with duties/assignments and work harmoniously with subordinates and superiors, wear approved uniform; report for work on a regular, consistent basis and maintain an acceptable attendance record in accordance with District policy; possess excellent communication skills, including presentation skills and ability to effectively facilitate training sessions, meetings, projects; possess excellent written skills, including spelling, grammar, and writing standards; possess excellent project management skills in order to effectively lead project teams and coordinate complex programs; possess a high level of integrity and a sound work ethic; be a team-oriented leader with the ability to manage internal and external expectations and motivate and inspire others to work together toward common goals.

**MINIMUM QUALIFICATIONS**

**Knowledge of:**  Principles, technology, planning, and equipment used in the design, installation, maintenance, and operation of IT and telecommunications systems in a public safety environment; basic electronics theory; electronic communications equipment, including radio/telephone transmitters and receivers and microwaves, data transmission and computer-aided dispatch equipment; mobile IT communication systems and networks (GPRS, EDGE, HSDPA); theory, principles, and practices, of enlightened fire service management and leadership; use of electronic and mechanical tools; FCC rules and regulations and other regulations and/or requirements which relate to fire service communications; routers, servers, network systems; database management.

**Experience:** Eight years full-time increasingly responsible experience providing/managing technical telecommunications and IT support with public safety emphasis which must have included responsibility for radio/telephone transmitters and receivers, microwave equipment, data transmission systems, and computer aided dispatch systems, general IT systems.

**Education:** A Bachelor of Arts/Science Degree from an accredited college or university with a major in computer science, information technology, data processing, telecommunications, electrical engineering, electronics, or closely related field.

The Fire District reserves the right to evaluate and consider, at its discretion, combinations of education and experience that tend to indicate an applicant possesses the skills, knowledge, and abilities listed herein.

**License:** Possession of a valid California Driver's License. Maintenance of a valid California driver's license is required as a condition of employment.
TESTING DATES

The effective dates of the promotional lists described in this section will assist District employees in preparing for promotional opportunities. It is the District's goal to complete the promotional examination process prior to the expiration of the existing list. In order to accomplish that goal and allow employees ample time to prepare, the formal announcement of examination dates will be made ninety (90) days prior to the examination date. Allowing for test scoring, practical exams, or oral interviews the examination dates may be 30-45 days prior to the expiration of existing lists.

An adhoc committee comprised of representatives from management and labor will meet at least six (6) months prior to the examination announcement to review study material for its relevancy and availability.

Effective dates of promotional list are as follows:

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<td>Div Chief Training</td>
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<td>Testing as required</td>
</tr>
</tbody>
</table>
APPLICATION
PROMOTIONAL EXAMINATION

Name: ___________________________  Emp #: ___________________________

Position Applying For: ___________________________

Hire Date: ___________________________  Years of Service: ___________________________

Present Position: ___________________________  How Long: ___________________________

List relevant information below

• Experience:

• Training:

• Education:

All required supporting documentation and copies of certifications must be submitted with the promotional application by the final filing date.

_______________________________  ___________________________
Signature of Candidate                     Date

_______________________________  ___________________________
Application Received By                     Date and Time Received
THE PROMOTIONAL EXAMINATION PROCESS

PURPOSE

The purpose of this section is to assist District employees in better preparing themselves for participating in promotional examinations.

Preparing for a Promotional Examination

"Be prepared" is a good rule to follow when participating in a promotional examination. This means fully understanding the scope and responsibilities of the position for which the promotional examination is being held, using that information to anticipate the skills to be tested and potential questions to be asked during the promotional examination, and relating the role of the position to the overall structure of the District and to the achievement of the District’s strategic plan.

Preparation begins early, long before the announcement of the promotional examination. Preparation involves research, organization of information, purchase/obtainment of various reading materials, and potential enrollment in relevant schooling and/or training courses. All educational and knowledge requirements can be tracked through the utilization of a Career Development Plan. A portion of the Career Development Plan should be utilized to chart out and track what specific material is being studied and how often the material is being studied; thereby ensuring the accomplishment of the necessary study requirements prior to the examination date.

Reading materials should be carefully read and outlined. Some employees prefer making written outlines, which organize materials in a logical sequence. Others prefer a "flash card" system, which organizes and separates ideas/concepts. The process of transferring information to some form of written system aids in material retention. While reading, immediately note the questions that come to mind. This will assist you in understanding information and concepts in much more detail. Use the question technique in everything you study.

Another aspect of effective preparation is the development and/or updating of your resume. This should occur well in advance of the promotional examination. Once developed, resumes should be updated annually to reflect your on-going professional achievements. The process of reviewing and acknowledging your achievements improves your self-confidence in not only your general capabilities, but also in your ability to meet the challenge of the promotional examination and the position for which you are testing.

The period of final review before an examination need not be extensive or stressful. If you have studied properly, final preparation for the promotional examination will not be an attempt to learn new material but a review of material already learned. You may find yourself at a disadvantage if just prior to a promotional examination, you are reading and attempting to absorb material for the first time. A useful review technique when reviewing a chapter or portions of a manual is to attempt to recall the main ideas without referring to your notes. Verify your recollections against the notes. If you have difficulty recalling or understanding something, re-read the passage pertaining to that material.
Examination preparation also means being mentally alert, emotionally stable, and well rested. A cardiovascular training program with a proper diet will help you with stress management during the course of your studies and during the promotional examination process.

The entire process of preparation will improve your confidence and provide you with the feeling of being able to meet the challenge successfully.

**Taking the Examination**

When you enter and are seated in the examination room, expect to be nervous. This feeling of nervousness is normal and is most likely being experienced by the other candidates as well. Accepting this as normal will assist you in focusing your efforts on the examination and not on feeling nervous.

When reviewing the examination directions, read all of them carefully and ensure you understand them. When the signal to begin the examination has been given by the Proctor, carefully read and answer each question. Indicate your answers exactly as specified in the directions.

Answer the questions that are relatively easy for you as soon as you have read them. Temporarily pass over those that you find more difficult. Do not let difficult questions delay you or impede your progress, as you will waste precious time. After you have answered all the easy questions, you can go back to the questions you passed over.

When answering a question, do not be in a rush. Read each question slowly. As you read, do your best to grasp the stated intent and meaning of the question. If necessary, re-read the question. In doing so, you may notice a word missed in the first reading that can change the answer.

When taking an examination, flip through the pages and review the types of questions that are used (True/False, Multiple Choice, Matching, etc.). Attempt to determine how many there are of each, so you will be better able to properly allocate the time available on each one during the examination. On multiple choice questions for which there are four or five possible answers, eliminate one choice at a time until there are only two choices left. This will simplify the process even though it may require several readings of the question. An answer that is based on more than two possible choices is likely to be incorrect.

Try to leave enough time for a final review of the examination before turning it in. Ensure you have not made any obvious errors (i.e., choosing a different answer than you intended, leaving some questions unanswered, putting answers in the wrong place). During this final review, if you feel strongly that an answer should be changed, then change it. If, however, you waiver between two answers, it is normally best to retain the initial answer, based upon your first thorough read-through of the question.
CONCLUSION

The following outline should assist you in preparing for and taking a promotional examination:

A. Preparing for the examination
   1. Begin studying and preparing long before the test announcement.
   2. Develop a schedule to track your studying.
   3. Outline materials.

B. Taking the examination
   1. Read and follow all directions carefully.
   2. Answer the easy questions first (unless instructed to answer the questions in order).
   3. Before you answer a question, re-read it to ensure you understand the stated intent and meaning.
   4. Resist the temptation to answer a question unless you have a basis for believing the answer to be correct.
   5. Work at a comfortable pace, neither wasting time nor rushing.
   6. Take time to go over your work in every part of the test. You may discover errors or omissions.
   7. Answer all questions. Examinations are usually scored by the number of correct answers.
Oral Interviews

Listed below are some thoughts, information, and suggestions pertaining to oral interviews. These are offered to give potential candidates some insight into this type of performance examination.

Written tests and performance examinations determine the candidate's technical knowledge and proficiency in the necessary mechanical evolutions. The primary purpose of the oral interview is to evaluate those intangible qualities and characteristics that are essential in the position for which the candidate is being examined. Some of the intangible qualities/characteristics may include:

- Attitude
- Compatibility
- Dependability
- Integrity
- Initiative
- Compassion
- Leadership
- Loyalty
- Maturity
- Motivation
- Tenacity
- Communication

Each Assessor scores the candidate on these qualities/characteristics in relation to other candidates and in consideration of the importance of the quality/characteristic to the successful performance of the duties in the position for which the examination is being held.

In preparation for the oral interview, candidates should give thought to the four basic categories listed below:

- Emotional Well-being
- Mental Attitude and Reasoning Capability
- Physical Appearance
- Verbal Communication

Emotional Well-being

The most common emotional characteristic is nervousness. When appearing before an Oral Board, a certain degree of nervousness is to be expected. By recognizing this fact, you will be better able to minimize the impact this will have on your performance.

Another factor contributing to nervousness may be a lack of confidence due to insufficient preparation. Having adequately prepared for the Oral Board by understanding the technical requirements of the position, the knowledge and skills required to successfully perform the
functions of the position, and an overall understanding of how the position fits into the District’s strategic plan and the local community will assist you in participating in the Oral Board with poise and confidence.

A positive emotional characteristic is a sense of humor. Nervousness and/or apprehension before the Oral Board may subdue a natural sense of humor. Don't allow nervousness or apprehension to prevent a normal response to a humorous situation, as it can serve to alleviate tension.

There may be other, individual emotional characteristics that will have a bearing on your performance before the Oral Board; therefore, some effort should be made to understand them and learn to control or express them appropriately for the oral interview.

**Mental Attitude and Reasoning Capability**

This category refers to your attitude, personal experience, and the ability to draw on your knowledge and experience in order to give the Oral Board concise and intelligent answers.

A positive attitude is an important factor in preparing mentally for the oral interview. Proper study and thorough knowledge of all phases of your job and the job you are seeking will build self-confidence and assist you in projecting a positive attitude. Discretion should be exercised so as not to overstate your experience or appear arrogant when presenting your knowledge, skills, and abilities.

The ability to practically apply your knowledge to a situation is very important. If confronted with a situation with which you are not familiar, give a definite and sincere answer. Bluffing can be dangerous. Also, be prepared to answer questions regarding the information you have written in your application or regarding information contained in your resume. If you listed courses of study, be prepared to describe what you learned.

**Physical Appearance**

The physical category refers primarily to your overall appearance and not to your physical condition. Naturally, good grooming is very important. Your clothes should be neat, clean, pressed, and business appropriate when addressing an Oral Board (usually a wool, dark colored suit with white shirt and non-detracting tie; highly polished dress shoes; no fancy jewelry). Dress your best, not your flashiest.

**Verbal Communication**

This category refers to verbal communication or how well and in what manner you express yourself. There are three key elements pertaining to verbal communication: verbal expression, social ease, and non-verbal communication. Verbal expression is your ability to verbally express your thoughts, ideas, and answers clearly and concisely in a well organized, professional manner. Social ease refers to your comfort level and composure when communicating verbally in a public forum, and non-verbal communication, or body language, refers to your facial expressions, body movements, and posture as you are communicating. As your skill level and comfort level around verbal expression are increased, the other elements of social ease and non-verbal
communication become second nature to a certain extent. You will, however, most likely need to continue being very conscious of your non-verbal communication to ensure you do not have any habits that could detract from the information or thoughts you are attempting to communicate.

Verbal communication skills can be improved by increasing self-confidence through reading about/researching effective methods of verbal communication and/or presentations, studying appropriate business grammar, and completely familiarizing yourself with the topic you are speaking about. Verbal communication skills can also be improved by practicing speaking in front of friends or small groups, joining your local "Toastmasters" in order to receive very specific public speaking feedback and guidance, or taking a course in public speaking from a community college.

Here is a summarized list of suggestions, thoughts, and comments that may be of assistance to you when participating in oral interviews:

1. The oral interview is not exclusively a test of your technical knowledge. The oral interview is designed to gauge your professional and personal judgment, what you have learned during your tenure in the fire service, how you process and react to various sorts of questions, your confidence level and how you express yourself, and something of your general personality.

2. Dress your professional best, but avoid looking flashy.

3. When you are escorted into the interview room, remember to be courteous and poised, pleasantly greeting the Oral Board. Not interrupting conversation or speaking over others and not fidgeting nervously are all examples of courteousness and poise.

4. Be prepared to tell the Oral Board who you are and why you are qualified for the position. Briefly outlining the experience and knowledge related to the position, highlighting any specific strengths you bring to the position, and listing professional organizations or committees of which you are a member is a good way to begin the conversation. Of course, no one is perfect, so you must also be prepared to discuss the areas in which you have an opportunity to improve, and you should be able to articulate how you plan to do that.

5. Your interpretation of and response to a question is very important. You should answer the question from the viewpoint of the rank and/or position for which you are being interviewed. For example, do not answer a question in a Captain's oral interview from the viewpoint of a Firefighter. Answer the question as a Captain would.

6. Prior to formulating and communicating a response to a question, be sure you understand the question. If necessary, ask for clarification or any additional information you require to ensure you are answering the question properly.

7. Make eye contact with members of the Oral Board when listening to or answering a question. Be sure to acknowledge all Assessors when answering questions versus focusing on just one.
8. Give concise but complete answers. Giving excessive details or superfluous information takes up time and isn’t particularly helpful nor does it necessarily add to your score.

9. In your interactions with the Oral Board, ensure you are not being disrespectful or antagonistic. Remember that you are attempting to make a good impression; therefore, it is important to maintain the courteousness and poise noted above.

10. A lengthy or philosophical closing statement by the candidate is not necessary or particularly expected. If, however, at the end of the interview you believe you have something to add that you feel is important or helpful, that would be the time to say it. The end of the interview is also the time to thank the Assessors for their time and to let them know how much you enjoyed meeting them.
PREPARING YOUR RESUME

A Good Resume Sells!!

A good resume is an invaluable selling tool and is often used to gauge whether or not you are a good candidate for the position. The purpose of a resume is to highlight your qualifications with respect to the available position and to convince the prospective employer to grant you an interview. Information contained in your resume should be truthful and accurate.

Resumes will be a very important component in the District’s promotional process.

Every Resume is Unique!

Every resume will and should be unique to the candidate’s experience and goals. In addition, resumes should be tailored specifically to the available position to ensure the knowledge and experience listed are relevant to the requirements of the position. Resume format is also important dependent upon the available position, your level of relevant knowledge and experience, and the resume submission medium.

The First Step:

The first step in preparing a resume is listing and organizing your professional experience and educational information. It is easiest to organize this information in the following categories:

- Work History/Work Experience
- Education/Training
- Special Honors/Awards
- Professional Memberships/Committees

Going through this process will not only assist you in compiling work-related information, but it will also assist you in preparing for future interviews by encouraging you to refresh your memory on your work and educational history.

➤ Work History/Work Experience

(NOTE: The questions below are designed to assist you in recalling the important aspects of current and past employment. Not all of the information will appear on your resume, although it will be useful information for participation in interviews/oral boards.)

- What was the name of the company I worked for? Where was it located (city and state)?
- What was my job title?
- What were the beginning and ending dates of employment in that position?
- What were my job duties?
- What committees/panels did I participate in?
- What were my special achievements? Contributions?
- What special skills or talents did I develop in this job? How do they apply to the position I am seeking?
• What experience did I gain that I can apply to the position I am seeking?
• What did I like most about the job? Why?
• What did I like least about the job? Why?
• What part of the job did I do best? Why?
• What part of the job was most challenging for me? Why?
• What personality factors helped make me successful on the job? Why?

➢ Education/Training

• Names of schools and/or institutes attended, degrees and/or certifications received, and dates.
• Specialized courses/seminars taken, certifications received (if applicable), and dates.
• Scholarships, scholastic honors received.

➢ Special Honors/Awards Received

• Professional and/or community-related honors or awards received.

➢ Professional Memberships/Committees

• Organizations, associations, clubs, etc, that reflect community involvement.
• Committees, projects, studies involved in that reflect a willingness to pursue activities beyond typical work activities.

The Second Step:

After you have prepared a listing of your professional and educational information, you must sort through and organize the information, keeping in mind its relevance to the position for which you are applying.

It may be helpful to ask yourself the following questions:

• What is the position for which I am applying?
• Which parts of my experience and education are related to the position?
• What particular skills and/or traits are most important for successfully performing the responsibilities of the position?

Keep in mind that resumes are not evaluated by length or the number of items listed. Resumes are evaluated by the quality of their content, their appearance, and their accuracy with respect to dates and typographical errors. Keep resumes concise yet informative and error free.

Also, with respect to content and accuracy, it is important that your resume does not include any information that is deceptive or false. Misstating or misrepresenting information could potentially disqualify you from consideration for the available position or even lead to your termination at some later point.
**The Third Step:**

After compiling a list of your experience and education, you must choose a resume format which best presents your information. There are three common formats: Chronological, Functional, and Targeted/Combination.

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<th>Chroniclcal</th>
<th>Functional</th>
<th>Targeted/Combination</th>
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<td>- Detail work experience in reverse chronological order.</td>
<td>- Detail work experience by functional category (fields or areas of specialization).</td>
<td>- Focus on a position / job target. Present capabilities in support of that position.</td>
</tr>
<tr>
<td>- Include work history and education.</td>
<td>- Outline education and training.</td>
<td>- Permit you to prominently relate your ability to do the job even if skills and experience are not recent.</td>
</tr>
<tr>
<td>- Easiest to prepare.</td>
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<td>- Must research the position sought.</td>
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<tr>
<td>- Most favored by organizations.</td>
<td></td>
<td>- Include job titles &amp; dates of employment.</td>
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Chronological Resume – Example 1

PETE MITCHELL
14-F Tomcat Way
Miramar, CA  92145
(858) 577-1962

OBJECTIVE

To obtain a challenging position which will allow me to utilize my experience in fire and environmental sciences.

EXPERIENCE

State Of California, Sacramento, CA            1/00 – Present
Fire Safety Officer II

- Review plans and specifications of public schools, community colleges, and essential services buildings.
- Review fire alarm and fire sprinkler shop drawings, change orders, addendums, deferred approvals, and other submittals for fire safety code compliance.
- Interact with design professionals on the telephone or in person as necessary to assist in the completion of fire and safety review and the close of projects with certification.
- Track, prioritize, and manage fire and safety inventory submittals by maintaining active logs of submittals utilizing the e-Tracker database system.

City Of Davis, Davis, CA                       3/96 – 12/99
Associate Construction Inspector

- Inspected and evaluated public right-of-way to determine needed repairs of sidewalks, driveways, and curbs.
- Worked closely with contractors to ensure repairs were done properly and with minimal inconvenience to the property owners.
- Determined whether landscaping was in violation of municipal code, including weed abatement.
- Processed and mailed notifications to property owners.
- Worked in conjunction with the IT staff to refine and implement software program for handheld computers.

EDUCATION

University Of California at Davis, Davis CA
Bachelor Of Arts Degree, Communication

Deck Junior College, Davis CA
Associate of Arts Degree, Fire Science

CERTIFICATIONS

Public Education Officer – State Fire Marshal
Certified Instructor – Child Passenger Safety Program, NHTSA
Chronological Resume – Example 2

PETE MITCHELL
14-F Tomcat Way
Miramar, CA  92145
(858) 577-1962

OBJECTIVE: To obtain a challenging position which will allow me to utilize my experience in fire and environmental sciences.

EXPERIENCE:

1/00 – Present  State Of California, Sacramento, CA
Fire Safety Officer II
- Review plans and specifications of public schools, community colleges, and essential services buildings.
- Review fire alarm and fire sprinkler shop drawings, change orders, addendums, deferred approvals, and other submittals for fire safety code compliance.
- Interact with design professionals on the telephone or in person as necessary to assist in the completion of fire and safety review and the close of projects with certification.
- Track, prioritize, and manage fire and safety inventory submittals by maintaining active logs of submittals utilizing the e-Tracker database system.

3/96 – 12/99  City Of Davis, Davis, CA
Associate Construction Inspector
- Inspected and evaluated public right-of-way to determine needed repairs of sidewalks, driveways, and curbs.
- Worked closely with contractors to ensure repairs were done properly and with minimal inconvenience to the property owners.
- Determined whether landscaping was in violation of municipal code, including weed abatement.
- Processed and mailed notifications to property owners.
- Worked in conjunction with the IT staff to refine and implement software program for handheld computers.

EDUCATION:

- University Of California at Davis, Davis CA
  Bachelor Of Arts Degree, Communication

- De Anza Junior College, San Jose CA
  Associate of Arts Degree, Fire Science

CERTIFICATIONS:

- Public Education Officer – State Fire Marshal
- Certified Instructor – Child Passenger Safety Program, NHTSA
Functional Resume Example

C. Bryan Herta
4790 W. 16th Street               (317) 492-6784
Indianapolis, IN  46222
speedracer@indy.net

OVERVIEW
A high-energy and peak-performing Senior Media Buyer with 7 years of progressively responsible experience. Consistently recognized for:

- Commitment and reliability
- Proven leadership aptitude
- Strong communication and negotiation skills
- Creative problem solving capabilities
- Exceptional organizational and analytical skills
- Friendly and outgoing personality
- Client relations and account maintenance abilities
- Willingness to go the “extra mile”

PROFESSIONAL SUMMARY

Media Purchasing: Negotiate and maintain media buys from network, cable, and syndication channels. Expertise in prime-time and sports programming. Prescreen programs, maintain familiarity with Nielson Ratings, allocate inventory, analyze proposals, conduct post-analysis of buys, and negotiate for additional units.


PROFESSIONAL HISTORY

Apex Advertising Agency, Indianapolis, IN          March 1990 – Present
Senior Media Buyer   (1996 – Present)
Assistant Media Buyer   (1990 – 1993)

EDUCATION

Indiana State University, Terre Haute, IN
Bachelor Of Arts Degree, Marketing

CERTIFICATIONS

Communications Media Professional - Marketing Media Association
Combination Resume Example

Hamilton Porter  
32 Main Street  
Cherry Hill, NJ 08067  
(609) 555-4367  
hporter@camden.rutgers.edu

OBJECTIVE
Seeking a position as an Accountant with opportunities for personal contribution and professional growth.

EDUCATION
Rutgers University, School of Business, Camden NJ  
Bachelor Of Science Degree, Accounting, May 1997  
Minor: Computer Science  
Overall G.P.A. 3.6, Dean's List-Three Semesters

EMPLOYMENT HIGHLIGHTS
Accounting
- Successfully completed a 2-semester internship at AccuCount, Inc.
- Skilled in all areas of accounting including accounts payable, accounts receivable, and payroll.
- Currently taking CPA course.
- Awarded "Best Intern", Spring 1997

Customer Relations
- Effectively interact with corporate as well as small business clients.
- Participate in client meetings.

Computer
- Skilled in Excel, Lotus, WordPerfect, and other word processing programs.
- Familiar with PC and Mac environments.

EMPLOYMENT HISTORY
Accounting Intern, AccuCount, Inc., Beantown, NJ  
9/96 - 5/97  
- Worked closely with Lead Payroll Accountant in all daily functions.

Payroll Clerk, Price Squeezers, Nexttown, NJ  
4/95 - 8/96  
- Assisted in the management of payroll for approximately 75 employees.

Cashier, Price Squeezers, Nexttown, NJ  
6/94 - 4/95  
- Served as cashier in busy food store.

ACTIVITIES
Accounting Society, Rutgers University - Treasurer 9/96-5/97, Member 1/96-5/97
Computer Science Club, Rutgers University - Member 1/96-5/97
The Fourth Step:

Although, there are many different styles of resumes, they essentially contain similar information. Below are the common components of a resume:

A Resume Heading contains:

- Your Formal Name - Emphasize this with enlarged font size and/or bold text
- Address - Home or mailing address
- Phone Number - Where you can be easily reached or a message can be left for you
- E-mail Address - If you have one and check it regularly

An Objective is a brief description of the job you desire and what skills you have to offer in support of that position. Most employers prefer an objective, but there can be situations where it is best to omit the objective. If you have more than one objective, it is recommended to create a separate resumes tailored to each particular objective.

A good objective:

- Is concise and to the point.
- States your immediate career goals or skills you possess which relate to the position.
- Has a direct relationship to the employer's needs.
- Never uses "I" or "me".

Include an objective when:

- You have a targeted position in mind.
- You are applying for a particular position.

Do not include an objective (or keep the objective very general and non-position specific) when:

- There are many potential positions within one organization for which you are qualified.
- You cannot be specific about your targeted job.

Examples of objectives:

- To apply technical and leadership skills in the capacity of Fire Captain.
- Counselor - Special interest in Child Development Services
- To apply technical skills in a software design environment where innovation and creativity are valued.
- Seeking a position as an Accountant with opportunities for personal contribution and professional growth.

Education should be placed towards the beginning of your resume if you are a recent graduate. As your experience broadens, your education section should move towards the bottom of your resume and include only essential information (such as college, degree, and major).

List colleges, with city/state, in reverse chronological order. Include major, minor/concentration, degree(s), honors, and academic accomplishments.
Your **Experience** section shows the employer what knowledge and skills you have to offer. Here are some suggestions to make the most of your experience:

- Full-time, part-time, military, intern, and volunteer experiences may be included.

- List, in reverse chronological order, job title, organization, location (city/state), employment dates, and a description of your job responsibilities, highlighting whenever possible special contributions as well as skills and knowledge you acquired while in the position.

- Outline accomplishments in concise phrases. Include numeric figures to illustrate these accomplishments, e.g.: increased department productivity by 25%, incurred a savings of $100,000, supervised five Administrative Assistants.

- Complete sentences are not necessary - avoid using "I" or "me".

- Use the simple past tense for previous jobs and present tense for current ones.

- Use **Action Verbs**! Avoid passive phrases, e.g.: "duties included", "responsible for".

If your only experience is in unrelated fields, you must highlight, and help potential employers recognize, the important traits and transferable skills you possess. When considering pursuing a different profession, research the traits and skills necessary to be successful in that profession, and highlight your related, transferable traits and skills, results you have produced, awards you have received, general and specific training you have received, and professional organizations and/or committees in which you are a member.

The **Activities** you are involved in signify balance in your life, indicate skills such as leadership, teamwork, and commitment, and demonstrate how you take advantage of opportunities.

Some suggestions:

- Campus activities and offices held.

- Volunteer and community experience (if not included in your experience section).

- Unusual and interesting activities.

- Organized sports and academic teams.

- Memberships in professional associations.

Keep the focus on this section minimized unless it directly relates to the position you are seeking.
Skills/Qualifications can be noted in a variety of different ways. Following are two types of skills sections: Summary of Qualifications (or Skills) and Functional Skills.

Summary of Qualifications:

- Used with all styles of resumes.
- Emphasizes skills you possess that you want to highlight.
- Should be directly related to the position for which you are applying.
- Usually placed near the top of the resume to attract the employer’s attention.

Examples:

Skills
- Over 500 hours working in a fire service support setting.
- Experienced HazMat professional.
- Skilled in working with adolescents and adults.
- Strong leadership and supervisory skills.

Summary
- Developed presentation, sales, and communications skills during marketing internship.
- Strong leadership skills as evidenced by committee and training activities.
- Possess computer skills in word processing, data bases, and spreadsheets within a PC environment.
- Team player, decisive decision maker, and creative problem solver.

Functional Skills:

- Used with Functional and Combination resumes.
- Used instead of descriptions of each experience.
- Each skill section is directly related to the position for which you are applying.
- Set of skills you have developed that can be transferred to a new position.
- Good for someone who is changing career fields or has a lot of unrelated experience.
- Harder to write because you must choose 3 to 5 skills which relate to the position you are seeking, then show how you effectively used each of those skills in a work environment.

Examples:

- Supervision and Training
- Administration
- Project Management / Organization
- Task Force Coordination
- Counseling
- Program Development
- Writing
- Applied Research & Analysis
Other sections that may be included in your resume are honors, awards, certifications, licenses, etc.

**Honors & Awards**

Educational honors, employment awards, and community recognition are all items which may have a place on your resume. If they help you stand apart from the crowd, directly relate to the job for which you are applying, or emphasize a quality you feel the employer highly values, then include them on your resume. Honors and awards can be included in other sections of your resume. For example, if it is a work-related award, it may be included in your experience section.

*Examples:*

<table>
<thead>
<tr>
<th>ACADEMIC HONORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• President's and Dean's List - 1995-1997</td>
</tr>
<tr>
<td>• NJ Conference of Mayors Scholarship</td>
</tr>
<tr>
<td>• Member of National Social Work Honor Society</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Honors &amp; Awards</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Firefighter of the Year Award - 2006</td>
</tr>
<tr>
<td>• Volunteer of the Year - Red Cross - 2005</td>
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</tbody>
</table>

**Certifications & Licenses**

If the job you are pursuing requires a certificate or license, make sure it is included on your resume in a prominent position. If you have not yet obtained the certificate or license but are in the process, indicate the anticipated date of completion. If you possess a certification that is not required but is related to the position, also include it. If you have a license or certification that is not related to the position for which you are applying, include the information towards the end of the resume versus in a prominent position.

*Examples:*

<table>
<thead>
<tr>
<th>Certificate</th>
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<tbody>
<tr>
<td>Standard New Jersey Certificate of Eligibility with Advanced Standing: NASDTEC Certified</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professional Licenses</th>
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The Final Step:

This section has discussed in detail the important components of writing an effective resume. As a final bit of helpful information, the following tips and suggestions will assist you in successfully utilizing your resume to make a winning first impression:

DO NOT:

- List references on your resume.
- Include personal information like age, race, health, marital status, etc.
- Lie, exaggerate, or misrepresent yourself and your qualifications.
- Include any negative information or weaknesses.
- Have someone else write your resume for you – you can do it best.
- Try to be too fancy or creative – unless you are in a creative field.
OVERVIEW

The Office of the State Fire Marshal’s (OSFM’s) fire service training functions are an outgrowth of the transfer of the Fire Service Training and Education Program (FSTEP) from the Department of Education in 1978. Since that time, the OSFM’s role has evolved from one in which State Fire Marshal staff worked directly with fire departments in the field to one of coordination of the statewide delivery system, working through and with community colleges and registered instructors.

For detailed information and certification requirements, visit [http://osfm.fire.ca.gov](http://osfm.fire.ca.gov) and select the “Fire Training” option.

For a flowchart of the Certification Tracks, select the SFT Procedures Manual at [http://osfm.fire.ca.gov/training/pdf/trainingofficerCTS.pdf](http://osfm.fire.ca.gov/training/pdf/trainingofficerCTS.pdf) and navigate to the flowchart page.