

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

Division Chief of Operations

Department: Fire
Pay Grade: FS8
FLSA Status: Exempt
Job Code: FR54

JOB SUMMARY

The Division Chief of Operations is a key leadership position within the Roswell Fire Department. This individual will oversee and direct all department operational aspects, ensuring effective emergency response, efficient resource allocation, and adherence to established policies and procedures. The Division Chief of Operations will work closely with firefighting personnel and other stakeholders to uphold the department's mission of protecting life, property, and enhancing the quality of life by providing dynamic services, including emergency response and community risk reduction activities.

Essential Job Duties

- Manages the operations division, including budgeting and performance management.
- Ensures efficient emergency response and personnel safety.
- Supervises on-shift and administrative personnel, providing mentorship and guidance.
- Sets clear expectations, offers feedback, and facilitates personnel development.
- Addresses personnel matters such as evaluations, recognition, conduct, and scheduling in accordance with departmental policies.
- Fosters relationships and trust at all organizational levels.
- Ensures consistent communication regarding departmental updates and policy compliance.
- Collaborates with colleagues to ensure effective service delivery.
- Represent the City at professional meetings.
- Assumes the role of Incident Commander role in complex emergencies.
- Ensures personnel safety and effective incident management.
- Monitors daily staffing, absenteeism, and overtime to maintain operational readiness.
- Plans, researches, and executes diverse projects aligned with strategic goals.
- Oversees and reports on key performance indicators such as response times, turnout times, training hours, pre-incident plans, fire and Emergency Medical Services (EMS) reports, hydrant maintenance, etc.
- Ensures compliance with employment regulations and conducts necessary investigations.
- Remains current on firefighter health and safety topics and modern firefighting techniques.
- Oversees the Operations Battalion Chiefs.
- Oversees the Battalion Chief of EMS and all associated responsibilities, including—but not limited to—developing comprehensive medical training programs and pharmaceutical inventory management and distribution.

- Cultivates a positive work environment, encouraging innovative thinking.
- Develops innovative solutions to complex issues and support transparent decision-making.
- Coordinates educational activities with other departments and agencies.
- Serves as a Fire Chief's Command Staff member and may act as Deputy Chief in their absence.
- Participates in on-call rotation, monitors department activity after hours, and responds to incidents.
- Serves as the Public Information Officer (PIO) and participates in City emergency management functions.
- Performs other duties as assigned to support departmental objectives.

This position requires the employee to work as directed during undeclared and declared emergencies. The employee may be recalled around the clock for emergency response operations, necessitating irregular work hours, work at alternative locations, and duties beyond those outlined in the official job description.

MINIMUM QUALIFICATIONS

- Requires an Associate's Degree in Fire Science, Public Administration, or a related field from an accredited institution; Five (5) years of experience with three years of supervisory experience and responsible administrative and operational experience in managing a major division within a career City or County Fire Department of similar size and composition or equivalent combination of education, training, and experience.
- Preferred: Bachelor's degree and one year of active experience as a Chief Officer at Roswell Fire Department or within the last three years from another progressive, career City or County Fire Department of similar size and composition.

Licenses or Certifications:

- Obtain Blue Card Incident Command certification within six months of hire.
- Obtain Fire Officer III certification within six months of hire, as outlined in the National Fire Protection Association (NFPA) 1021 Standard for Fire Officer Professional Qualifications.
- Complete Incident Command System (ICS) Courses 100, 200, 300, 400, 700, and 800 within six months of hire.
- Must hold Certified Firefighter status in the State of Georgia or possess an NPQ I or II Certification (Must obtain State of Georgia Firefighter Certification within six months of hire).
- State of Georgia or National Registry EMT Certification is required, with a preference for Paramedic certification (Must obtain State of Georgia Certification within six months of hire).
- Meet and maintain current requirements outlined by the Georgia Firefighter Standards and Training Act.
- Preferred certifications: Chief Fire Officer (CFO) designation and Executive Fire Officer (EFO) Certification.

Additional Requirements:

- A comprehensive background investigation is required, including a local, state, and federal criminal history check, financial background check, and sex offender registry check.
- Satisfactory results from a high-risk medical evaluation and pre-employment substance abuse testing are required, with the possibility of random controlled substance testing.

- Must meet minimum physical agility requirements established by the Georgia Firefighters Standards and Training Council and minimum medical fitness requirements of NFPA 1582, Standard on Comprehensive Occupational Medical Program for Fire Departments.
- Must possess or be able to readily obtain a valid driver's license issued by the State of Georgia within three months of being hired, with a satisfactory motor vehicle record (MVR).

Knowledge, Skills, and Abilities:

- Understanding of local government organizations, including roles and responsibilities of various departments, agencies, and external organizations relevant to fire service and public safety.
- In-depth knowledge of various fire department models, functions, and relationships between divisions such as Administration, Operations, Training, Fire Prevention, Public Safety Education, E911 Dispatch Centers, and Emergency Management Agencies.
- Familiarity with firefighter health and safety, modern firefighting and EMS techniques, methods, and practices.
- Proficiency in learning, comprehending and applying all relevant city and departmental policies, practices, and procedures.
- Knowledge of policy development and implementation, project management, and strategic planning.
- Understand the rules and regulations governing the fire department, including applicable standards, laws, and ordinances such as NFPA, ISO, Fair Labor Standards Act (FLSA), FMLA, OSHA, and governmental accounting and finances.
- Familiarity with staffing, training, payroll, and asset management software programs.
- Ability to synthesize, hypothesize, and/or theorize concerning data involving modification of existing policies, strategies, and methods to meet unique or unusual conditions.
- Skilled in analyzing data to modify policies or strategies within the framework of organizational theories and management principles.
- Proficiency in evaluating, auditing, and assessing data using established criteria, including exercising discretion in decision-making.
- Competence in operating and monitoring various equipment, machinery, tools, and materials used in essential functions.
- Ability to plan, assign, supervise, and review the work of designated staff.
- Proficiency in using Microsoft Word, Excel, PowerPoint, e-mail software, and other computer programs.
- Effective verbal and written communication skills, using multimedia tools to prepare clear and concise reports.
- Ability to effectively lead a progressive public safety division and facilitate alignment of all operations with the organization's strategic direction.
- Capability of exercising judgment, decisiveness, and creativity in complex, non-measurable situations.
- Ability to communicate effectively under pressure and make quick decisions as disasters change and develop.
- Proficiency in managing emergencies using the National Incident Management System (NIMS).
- Ability to provide effective and constructive communication, articulate strategic and innovative thinking, and deliver superior services.

- Collaborative mindset, with the ability to build upon ideas and champion a culture of innovation, accountability, and diversity.
- Ability to exercise influence principles such as motivation, incentive, and leadership and exercise independent judgment in problem-solving.
- Ability to present to City Council, fire personnel, citizens, and civic and governmental organizations.

Physical Demands

The work involves light physical exertion, typically requiring some combination of stooping, kneeling, crouching, and crawling. It may also involve lifting, carrying, pushing, and pulling objects and materials weighing between 12-20 pounds. Tasks may require extended periods at a keyboard or workstation. The ability to perceive and discriminate colors or shades, sounds, odor, depth, texture, and visual cues or signals is also necessary. Some tasks also require oral communication skills.

Work Environments

Work is typically conducted in environments free from adverse conditions. However, the performance of fire suppression functions may involve exposure to various adverse environmental conditions, including but not limited to dirt, dust, pollen, odors, wetness, humidity, rain, fumes, smoke, temperature extremes, noise, hazardous materials, fire, unsafe structures, heights, confined spaces, machinery, vibrations, electric currents, traffic hazards, bright/dim lights, toxic agents, animal/wildlife encounters, animal/human bites, explosives, firearms, water hazards, violence, disease, pathogenic substances, or encounters with rude/irate individuals.

The City reserves the right to modify this job description as needed. This description does not constitute a contract of employment.

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