

MAJOR FUNCTION

This is responsible administrative and professional work in planning, organizing, and managing a specialty area for the Tallahassee Fire Department. Work is performed under the general supervision of an Assistant Division Chief or other designee of the Fire Chief and is reviewed through reports, observation, and results obtained. Work is reviewed for general technical adequacy and conformance with practice and policy.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Dispatch Operations: Directs, administers, plans and coordinates the daily activities associated with the Consolidated Dispatch Agency and the Tallahassee Fire Department. Trains personnel, as applicable. Acts as liaison and assists in the assessment and recommendation of policies and equipment needs of the department as related to consolidated dispatch activities. Acts as subject matter expert to the Consolidated Dispatch Agency Operations Division in issues pertaining to and impacting the department. Develops, negotiates, implements, and maintains standardized operating procedures that meet the needs of the department as related to consolidated dispatch activities. Coordinates the research, planning, and decision making necessary to establish goals, set priorities, and budget resources necessary to obtain those goals with Consolidated Dispatch Agency staff and Assistant Division Chief of Logistics. Assists in coordinating the maintenance, repair, replacement, and future upgrades to the Consolidated Dispatch Agency technologies, equipment, furnishings, and facilities. Confers, coordinates, and implements fire-related computer aided dispatch responses. Develops, tracks, and analyzes statistical performance information for Consolidated Dispatch Agency/Tallahassee Fire Department improvements. Provides guidance in the development and delivery of Fire/Consolidated Dispatch Agency communications training curriculum. Prepares reports and documentation to support all aforementioned activities. Provides Fire Liaison and Technical Support services to the Consolidated Dispatch/Fire Department during major events and Emergency Operation Center activation. Responds to emergency situations as required. Performs related work as required.

Information: Directs, administers, plans and coordinates the daily activities of the public information function within the Tallahassee Fire Department. Trains personnel, as applicable. Acts as Public Information Officer (PIO) and assists in the assessment and recommendation of policies of the department as related to public information, community relations, and internal communications/relations. Develops, negotiates, implements, and maintains standardized operating procedures that meet the needs of the department as related to these areas. Coordinates with both internal and external agencies and command staff on external and internal communications related to specific incidents and developing trends. Tracks and analyzes different communications streams. Oversees and directs shift PIOs. Builds and maintains effective working relationships with businesses, neighborhoods, and other partners. Responds to emergency situations as required. Performs related work as required.

Public Education: Directs, administers, plans and coordinates the assigned personnel and daily activities of the public education team within the Tallahassee Fire Department. Duties include public education and community outreach. Oversees the public educators to include training, development of training materials and program implementation. Recommends the assignment of personnel to the team and assists in the completion of the team member's performance evaluations. Researches and identifies local fire problems. Designs programs to communicate with the public. Gives presentations to elementary schools, pre-schools and other interested groups. Counsels individuals, families and groups on proper procedures for preventing and dealing with fires. Maintains and evaluates educational efforts to ensure public awareness of fire prevention solutions. Maintains accurate records. Schedules appointments for presentations and

counseling sessions. Does follow-ups via email and telephone calls. Attends training conferences, seminars, etc. to stay current on new methods and techniques for educating the public. Establishes and maintains effective working relationships with departmental staff, schools, the business community, community organizations, and the general public. Researches and prepares grants specific to public education. Responds to emergency situations when required. Performs related work as required.

Other Important Duties

Dispatch Operations: Assists in formulating and/or amending departmental policies and operational procedures. Utilizes generally accepted training methods which involves judgment and original thinking. Selects the most pertinent guidelines to effectively develop the necessary educational material. Discusses unusual problems and deviations from guidelines with appropriate staff.

Information: Selects the most effective means of information medium. Serves as representative on various emergency response and recovery teams. Reviews requests for information related to high profile incidents.

Public Education: Assists in formulating and/or amending departmental policies and operational procedures. Selects the most pertinent guidelines to effectively develop the necessary educational material. Performs related work as required

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of firefighting tactics and principles prescribed by department policy. Ability to perform administrative functions, and solve problems at or within the functional unit to which the position is assigned. Skill in the use of personal computers and the associated programs and applications necessary for successful job performance. Ability to effectively communicate in writing and verbally. Ability to work closely with individuals and groups both internal and external to the organization in emergency or nonemergency environments. Ability to maintain good physical fitness.

Dispatch Operations: Thorough knowledge of techniques used in rescue, evacuation, first aid, confinement of fire, extinguishment and chemistry of fire and ventilation, salvage and overhaul. Considerable knowledge of telecommunications operations and technology options for providing critical dispatch information to field units. Ability to conduct training classes on fire service operations and telecommunication processes. Ability to interpret and understand written policy concerning laws, ordinances, rules, regulations, orders, notices, and procedures which establish and regulate the activities of the department.

Information: Thorough knowledge of department organizational structure and division specific responsibilities. Considerable knowledge in communications and technology mediums. Ability to conduct training classes on fire related media relations. Ability to interpret and understand written policy concerning laws, ordinances, rules, regulations, orders, notices, and procedures specific to public records.

Public Education: Considerable knowledge of fire prevention programs and fire prevention code on a fire company level. Ability to conduct in-station training classes on public education. Ability to interpret and understand written policy concerning laws, ordinances, rules, regulations, orders, notices, and procedures which establish and regulate the activities of the department. Ability to

oversee and instruct subordinate personnel. Knowledge of the basic principles of firefighting technology. Ability to design and implement fire education programs.

Minimum Training and Experience

Possession of an associate's degree with course work in fire science, fire administration, business or public administration, medical technology or a related field and nine years of paid firefighting experience. Three years of the required experience must have been in a Fire Specialist or Lieutenant position. A bachelor's degree in fire science, fire, business, medical technology or public administration may substitute for one year of the required paid firefighting experience.

Necessary Special Requirements

Must be a certified firefighter in the State of Florida at the time of application.

Must possess a Florida emergency medical technician (EMT) certification at the time of application and maintain same as a condition of continued employment.

Must possess a valid Class E State driver's license or equivalent, as determined by the City, at the time of application.

Must possess a Florida Fire Officer I certification at the time of appointment. As of August 1, 2017, must possess at time of application.

Dispatch Operations: Must possess a Florida Fire Instructor certification within six months of appointment in the job class and maintain same as a condition of continued employment in the job class. Must possess the International Academies of Emergency Dispatch (IAED) Emergency Fire Dispatch (EFD) certification within 12 months of appointment and maintain same as condition of continued employment.

Information: Must possess FEMA-IS29/FFP-PIO and/or FEMA G290 PIO certification within six months of appointment in the job class.

Public Education: Must possess a Florida Fire Safety Inspector certification within six months of appointment in the job class and maintain same as a condition of continued employment in the job class.

Established: 08-22-15
02-19-16