



**CITY OF SPRINGDALE**  
Position Description

**POSITION TITLE: Division Chief of Operations**

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Exempt (Y/N): Yes

DEPARTMENT: Fire

DATE PREPARED: August, 2006

SUPERVISOR: Assistant Fire Chief

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**SUMMARY**

The incumbent is responsible to manage the fire and EMS operations division of the department. Coordinate all fire and EMS related dispatch operations. Responsible for all department maintenance, which includes; buildings, grounds and vehicles. Review fire and EMS activities to ensure departmental compliance. Take corrective actions and provide direction to help field crews meet their objectives.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Provide assistance and direction to the three shift commanders to assure the preparedness and response of emergency crews.
2. Assist and direct the shift commanders to assure the completion of non-emergency activities.
3. Respond to major alarms as the incident commander or provide assistance to the incident commander.
4. Directly supervise the department mechanic and all activities associated with our fleet maintenance.
5. Responsible for all aspects of facilities maintenance.
6. Develop and manage the operations and maintenance budgets.
7. Responsible for the research and purchase of all fire and EMS equipment and supplies.

8. Coordinate with the dispatch center all components of the fire departments dispatch requirements.
9. Develop and/or participate in the development of departmental policies and procedures related to the operation division.
10. Ensure the department meets and maintains all requirements and certifications related to EMS.
11. Generate periodical statistical reports related to the operations division.
12. Oversee and manage the departments radio communication system.
13. Work with the department physician regarding EMS protocols and DEA requirements. Act as the liaison with hospitals and clinics.
14. Coordinate and assist with apparatus specifications and purchases.
15. Oversee the fire and EMS reporting system. Ensure all reports are forwarded to the appropriate agencies.
16. Perform other duties as required or assigned.

**Budget Responsibility:** \$ 6.1MM Annual dollars  
**Facilities and Equipment Responsibility:** \$ 30MM Total value

### **SUPERVISION RESPONSIBILITIES**

Directly supervises three subordinate supervisors who supervise a total of 84 employees in the department, also supervises one non-supervisory position within the department. Carries out supervisory responsibilities in accordance with the City's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

### **EDUCATION AND EXPERIENCE**

Associate's degree (A.A.) from two year college or technical school and seven years of related experience and/or training; or equivalent combination of education and experience and a minimum of four years of management experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

**MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a valid Arkansas Drivers License, Firefighter II, Officer II, Hazmat Technician, Technical Rescue Technician, Inspector I, Instructor I, Emergency Medical Technician, National Incident Management System.

**INTERNAL COMMUNICATIONS**

Regular contacts within the department and with other departments as needed.

**EXTERNAL COMMUNICATIONS**

Regular contacts with vendors, contractors, state agencies, citizens, outside representatives, community groups as needed.

**USE OF EQUIPMENT AND/OR COMPUTERS**

Must be proficient in the use of a personal computer, standard office equipment, automobile, standard firefighting equipment and two way radios.

**OTHER SKILLS AND ABILITIES**

Ability to utilize both internal and external resources to obtain information and data necessary to carry out routine assignments and special projects. Must have ability to establish and maintain effective working relationships with management and staff.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to wet/and or humid conditions, moving mechanical parts; high, precarious places, fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme heat; risk of electrical shock; and risk of vibration.

The noise level in the work environment is usually moderate.