

CITY OF HAYWARD

FIRE SERVICES SUPERVISOR/ADMINISTRATORDEFINITION

To plan, organize, direct, ~~supervise~~manage and ~~implement fire permitting and fee operations~~ coordinate activities within the Fire Department; Administration including payroll, on-boarding, training, purchasing, budget development and maintenance, and support activities; and to provide expertise in program elements for the organization, and to perform a variety of highly responsible technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

~~This position is distinguished from the Fire Technician I/II in that it receives general direction from support to the Fire Chief and exercises direct supervision over technical and administrative support personnel. The position is distinguished from similar City-wide positions because it has full responsibility for specialized fire services programs.~~

SUPERVISION RECEIVED.SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Fire Chief.

SUPERVISION EXERCISED

Exercises direct supervision ~~over assigned~~ of professional, technical and administrative support personnel; clerical positions.

ESSENTIAL DUTIES:

Duties may include, but are not limited to, the following:

Recommend and ~~assist in the implementation of~~ implement Department goals and objectives; establish ~~schedules~~ performance standards and methods for ~~fire permitting and fee operations; implement policies and~~ procedures.

the performance of administrative activities within the Fire Department.

Plan, ~~prioritize, assign, supervise~~ develop and ~~review~~ oversee the work of staff involved in ~~hazardous materials support, Certified Unified Program Agency (CUPA) support, grant support, and fire prevention.~~

City of Hayward
 Fire Services Administrator
 Page 2

the performance of administrative activities.

Evaluate operations and activities of assigned ~~responsibilities; recommend staff and administrative function; implement~~ improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for ~~fire permitting and fees~~ staffing, equipment, materials and supplies; monitor and control expenditures.

Provide highly complex staff assistance to the Fire Chief and Command staff; maintain Fire Chief's calendar; assist with the planning and implementation of special events; and support the Chief in regional and statewide committee activities.

Prepare, process and approve department payroll, including personnel actions.

Serve as liaison with Human Resources for the selection of staff including testing and interviews, background investigations, medical examinations, and offers of employment.

Prepare, reconcile and process mutual aid documentation for fire deployments including rates, agreements, expense claims, and invoice submission; monitor status of reimbursements.

Serve as administrator for a variety of specialized software packages and other technology necessary for the successful operations of the department.

Administer and implement contracts for services on behalf of the department; prepare agenda items and attend board and commission meetings; provide support to the Fairview Fire Protection District.

ESSENTIAL DUTIES (continued):

Oversee and administer the department's DMV pull notice program.

Participate in the selection of staff; ~~and/or provide or~~ coordinate staff training; ~~work with employees to correct deficiencies; implement~~ conduct performance evaluations; recommend discipline procedures.

~~Develop, establish and ; implement a fire permitting and fee program by compiling, evaluating and determining~~ fees for fire services.

~~Compile and develop information for special studies and reports from a variety of resources; assist with various special projects, including coordination, research and development of systems.~~

City of Hayward
 Fire Services Administrator
 Page 3

~~Perform technical duties related to area of assignment including interpreting, analyzing, and determining compliance or acceptance of information and materials.~~

~~Act as liaison and contact for Fairview Fire Protection District with other City departments, outside agencies and the public.~~

~~Coordinate, oversee and implement the Fairview Fire District contract.~~

~~Assist with CUPA requirements and hazard materials program activities.~~

~~Participate in the development and installation of new or revised programs, systems, procedures, and methods of operation.~~

~~Participate in administering contracts including those relating to capital improvement projects; monitor programs for compliance with applicable regulations.~~

~~Represent the Department on committees, outside organizations, and at staff subcommittees as necessary; coordinate fire permitting activities with other divisions and outside agencies.~~

discipline procedures as directed.

Answer questions and provide information to the public; ~~investigate complaints~~research questions and recommend corrective action as necessary to resolve ~~complaints~~issues.

Represent the department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.

Foster an environment that embraces integrity, service, inclusion and collaboration.

Be an integral team player, which involves flexibility, cooperation, and communication.

Act as a liaison with outside agencies and organizations; participating in or managing projects and roles such as serving as the California Incident Command Certification System (CICCS) Operational Area Peer Review Committee Chair for Region II.

City of Hayward
Fire Services Administrator
Page 4

Audit applications for position certification, manage databases, and liaison with local and federal agencies.

Organize annual Strike Team Refresher courses and reconcile attendance

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related workduties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- ~~• Principles and practices of fire permitting.~~
- ~~• Principles and practices of fee structures and cost estimates.~~

Principles and practices of supervision, training and performance evaluations~~budget development, implementation, and monitoring.~~

Pertinent local, State and Federal rules, regulations and laws.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Knowledge of (continued):

Principles and practices of budget monitoring~~supervision, training and performance evaluation.~~

Modern office practices, methods, and computer equipment including relevant software programs.

Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.

Safe work practices.

Principles and practices of safety management~~excellent customer service.~~

- ~~• Pertinent local, State and Federal laws, ordinances and rules.~~

City of Hayward
 Fire Services Administrator
 Page 5

Ability to:

Organize, implement and direct ~~fire-permitting~~ Fire Administrative Services activities and operations ~~and activities.~~

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Interpret and ~~explain pertinent fire-permitting~~ apply City and department policies ~~and~~, procedures, rules and regulations.

- ~~• Analyze situations quickly and objectively to determine proper course of action.~~
- ~~• Assist in the development and monitoring of an assigned program budget.~~

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate personnel.

Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.

Communicate effectively, tactfully and positively in both oral and written form.

Operate and use modern office equipment and technology, including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

~~Communicate clearly and concisely, both orally and in writing.~~

Contribute effectively to the accomplishments of City goals, objectives and activities.

- ~~• Supervise, train and evaluate assigned staff.~~

MINIMUM QUALIFICATIONS:

EXPERIENCE

AND

EDUCATION

City of Hayward
 Fire Services Administrator
 Page 6

Any combination of experience and training that ~~would~~could likely provide the required knowledge and abilities ~~is~~would be qualifying. ~~A~~ typical way to obtain the ~~required~~ knowledge and abilities would be:

Experience: ~~Three~~ Four (4) years of increasingly responsible experience in fire permitting, fee collections,
or budgeting; including one (1) year providing technical and functional supervision over assigned
personnel.

Education: Equivalent to the completion of an Associate's degree from an accredited college or
university with major course work in fire science, public administration, business administration or
a related field.

~~License and Certificates: Possession and maintenance of a valid California Class C Driver's License.~~

~~SUPPLEMENTAL INFORMATION:~~

Licenses and Certificates:

Possession and maintenance of a valid Class C California Driver's
 License.

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions; make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year.

City of Hayward
Fire Services Administrator
Page 7

765CS11H580 Fire Services Supervisor

~~August 1995~~

Revised: August 2011 Created May 2012

Revised: January 2025, Retitled to Fire Services Administrator

AAP GROUP: 34

FPPC STATUS: Designated

FLSA STATUS: Exempt