CITY OF HAYWARD

FIRE SERVICES ADMINISTRATOR

DEFINITION

To plan, organize, direct, manage and coordinate activities within Fire Department Administration including payroll, on-boarding, training, purchasing, budget development and maintenance, and support activities; and to provide highly responsible technical support to the Fire Chief.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Fire Chief.

Exercises direct supervision of professional, technical and clerical positions.

ESSENTIAL DUTIES

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

Recommend and implement Department goals and objectives; establish performance standards and methods for the performance of administrative activities within the Fire Department.

Plan, develop and oversee the work of staff involved in the performance of administrative activities.

Evaluate operations and activities of assigned 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 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.

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ESSENTIAL DUTIES (continued):

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

Participate in the selection of staff; coordinate staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.

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

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 duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of budget development, implementation, and monitoring.

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

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JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Knowledge of (continued):

Principles and practices of 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 excellent customer service.

Ability to:

Organize, implement and direct Fire Administrative Services activities and operations.

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 apply City and department policies, procedures, rules and regulations.

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.

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

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EXPERIENCE AND EDUCATION

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

Experience: 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.

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.

H580 Fire Services Supervisor
Created May 2012
Revised January 2025, Retitled to Fire Services Administrator
AAP GROUP: 4
FPPC STATUS: Designated
FLSA STATUS: Exempt