ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Fire Administration
Job Code: 2030
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to is to manage internal and external communications for the Fire Department, to provide complex administrative support to the Fire Chief and other command staff, and to supervise assigned staff.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to management; and updates and maintains department standard operating procedure manuals.

Develops and implements communications plan to support the mission and objectives of the department: develops communications strategies; coordinates with department staff; conducts research and collects data; reviews internal and external communications to ensure consistent messaging; creates and implements documents and information to support special projects, service changes, new initiatives, and other department activities; and advises and assists in developing and managing messaging to the community during emergencies and natural disasters.

Coordinates interaction with news media: receives and responds to media inquiries and questions; writes and distributes press releases; and coordinates and provides media interviews.

Produces and publishes content for social media channels and department website: creates, edits and posts videos, photos, social media posters, and other content.

Maintains calendar/schedule of activities for Fire Chief: schedules and confirms appointments, meetings, interviews, conferences, training activities, or other activities; coordinates travel arrangements, accommodations, conference registrations, or other travel-related plans; updates calendar on a regular basis; and notifies parties involved of changes.

Coordinates department representation at special events, community and neighborhood association meetings, and other activities: schedules Fire Chief or designated representative to attend events, meetings, and activities; and assists in preparing presentations and related collateral materials.

Performs customer service functions: provides information and assistance regarding to department services, activities, procedures, or other issues to department employees, as well as the other City staff, the public and outside agencies; receives and responds to questions/complaints; researches problems; and initiates problem resolution.

Communicates with supervisor, subordinates, other City employees, the public, the media, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, fire reports, run times, performance evaluations, social media analytics, charts, diagrams, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Communications, Public Administration, or a related field required; supplemented by five years of experience in communications, firefighting, providing administrative support, or related field, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications: Firefighter II, Fire & Life Safety Educator III, Fire Inspector I, Advanced Public Information Officer, Fire Management, Child Passenger Safety Technician, Emergency Medical Technician, Incident Command System 100/200, 700/800 300/400, and 0305. May be required to obtain and maintain additional certifications, as deemed necessary by command staff.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.