
With a west coast climate, spectacular scenery and year-round recreational offerings at our doorstep, the **City of Campbell River** is an ideal location to live, work, and play.

MANAGER FIRE ADMINISTRATION

Leading the North Island E911 fire dispatch team and reporting to the Fire Chief, you will provide operational oversight of the fire dispatch operations centre, as well as coordinate projects and activities related to the fire department emergency program. This position is responsible for the effective and efficient delivery of communication and fire dispatch services to the department and its 61 client agencies.

Complementing a diploma in Fire, Public or Business Administration, or equivalent post-secondary courses in a related field, candidates will have:

- A public communications certificate or equivalent
- A radio operators license
- A minimum of five (5) years of broad and extensive experience in emergency dispatch communications
- A minimum of three (3) years of supervisory experience
- Broad experience with Radio Frequency (RF), Mobile Radio, Land Mobile Radio Systems (LMRS), Telecommunications, Wireless Communication Systems, Computer Aided Dispatch (CAD) Systems, and Mobile CAD Equipment

Success in this role will require thorough knowledge of fire services communications, including 911 regional fire dispatch services, along with a focus on continuous improvement of services provided.

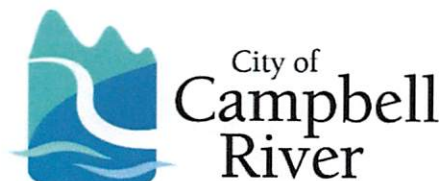
This exempt position offers a competitive salary, commensurate with qualifications and experience, as well as an attractive benefit and vacation package.

Please see the attached for a detailed job description that lists all the necessary qualifications for this position.

Please include verification of your education and certifications with your application.

This posting closes at 4:30 pm on Friday, August 17, 2018.

Please send your resume with covering letter, quoting **Competition EXT-18-58** to:



Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7
Email: careers@campbellriver.ca

We thank all applicants, however, only those selected for interviews will be contacted.

MANAGER FIRE ADMINISTRATION

Approval Date: July 2018

Department: Fire Services

IAFF

CUPE

Management

Title of Management Supervisor: Fire Chief

General Accountability:

Purpose and Scope

Under the general direction of the Fire Chief, the Manager Fire Administration is responsible for operational oversight of the E911 Fire Dispatch Operations Centre as well as coordination of projects and activities related to the fire department emergency program. The Manager Fire Administration ensures the delivery of effective and efficient communication and dispatch services to the Department and its dispatch client agencies, and assists the Fire Chief in the organization, planning and direction of dispatch services.

Nature and Scope of Work

- Establish, implement and maintain comprehensive service delivery programs in accordance with established standards and best management practices;
- Lead and manage dispatch staff, including hiring, conducting probationary period and performance evaluations, identifying training needs, implementing performance improvement measures including issuing discipline where appropriate, and making recommendations for termination in consultation with the Human Resources department;
- Direct and supervise the activities of dispatch staff, establish work priorities, and set goals and objectives, ensuring quality and service standards are met;
- Facilitate learning and growth by providing training, coaching and mentorship to staff, ensuring that professional development and certification requirements are met;
- Ensure NFPA 1221 Standard for the Installation, Maintenance and Use of Emergency Services Communications Systems and NFPA 1061 Professional Qualifications for Public Safety Telecommunications Personnel are met by all staff;
- In collaboration with North Island 911 Corporation, contribute to the development of contracts, requests for proposal, requests for quotation and tender documents, including terms and conditions, scope of work definition, technical requirements, project requirements and schedules;
- Coordinate and administer the emergency program for the Campbell River Fire Department and liaise with the Regional Emergency Program Coordinator;
- Ensure full compliance with relevant federal, provincial and City regulations, permits, policies, guidelines and procedures specifically the statutory requirements of the Fire Services Bylaw and the Fire Services Act;
- Develop, promote and maintain co-operative and effective cross-jurisdictional working relationships with other departments in the City, federal, provincial and local government agencies, and other external stakeholders vital to the success of the North Island 911 fire dispatch programs, projects, service support agreements and service delivery contracts;
- Ensure that fire dispatch initiatives and activities are coordinated with other City departments or functions;
- Investigate, research and analyse challenging and unique problems, and recommend and/or apply innovative solutions;
- Assist in preparation of budget and manage area of responsibility within approved budget limitations;
- Make recommendations on the replacement and/or repair of equipment and facilities;
- Create, implement and revise relevant policies and Operational Guidelines;

Networking and Relationship Building	Able to establish and maintain effective working relationships with employees, other departments, civic and business officials, agencies, partners and the general public.
Planning and Organizing	Able to meet deadlines and manage time effectively.

Education/Training/Certification:

- Minimum two (2) year diploma or equivalent post-secondary courses in fire administration, public administration, business administration or relevant field.
- Public Communications Certificate or equivalent.
- Radio Operators License.
- Evidence of continuous training and personal development.
- Must possess and maintain a valid BC driver's license and produce and maintain a clean driver's abstract, as per City policy.

Experience:

- Minimum five (5) years broad and extensive experience in emergency dispatch communications.
- Minimum three (3) years progressive supervisory experience.
- Broad experience with Radio Frequency (RF), Mobile Radio, Land Mobile Radio Systems (LMRS), Telecommunications, Wireless Communication Systems, Computer Aided Dispatch (CAD) Systems and Mobile CAD Equipment.

Preferred Criteria

- Bachelor's degree in business or leadership.
- Certificate in Local Government Administration.
- APCO Public Safety Telecommunicator Certificate.
- APCO Fire Service Communications Certificate.
- Emergency Management Certificate or related experience and training in emergency management.
- Tritech Inform Software Systems Certificate.