



Operations Commander [Captain III]

Approved:

A handwritten signature in black ink, appearing to read 'Allen Key'.

Date: 07/01/2018

Summary

The Operations Commander holds a rank of Captain III and oversees all day to day operations, hires field staff, develops and implements changes for the benefit of stakeholders, assists the Director with budget requests and management, manages human resource programs and escalated personnel issues, functions within the ICS structure as assigned by the volunteer chief, and directs the activities of all field staff.

Supervision Received and Exercised

The Operations Commander reports to and is directed by the Director. The Operations Commander operates with minimal direct supervision and, therefore, must be able to work independently, make critical decisions, and manage his/her time effectively.

The Operations Commander supervises and provides direction to all field staff during emergency incident and non-emergency activities and provides direction to the other Captain(s) and Lieutenants across all shifts, assigning collateral duties and prioritizing non-incident work.

Qualifications

To be eligible for initial or continued appointment to the position of Operations Commander one must:

- Be at least twenty-one (21) years of age
- Possess a valid Driver's License
- Meet the EMS Personnel Requirements set forth in WV §64 CSR 48
- Possess a current WV Paramedic certification, and
- Be currently appointed to the position of Firefighter / Paramedic or Lieutenant, full-time, for not less than three years (combined) or part time for not less than 6 years
- Successfully complete the following training as evidenced by a completion certificate or transcript. Fire service courses must be accredited or accepted by the WV State Fire Commission. EMS courses must be accredited or accepted by the West Virginia Office of Emergency Medical Services.
 - Firefighter I
 - Firefighter II
 - Fire Officer I
 - Fire Officer II
 - Incident Safety Officer
 - Health and Safety Officer
 - NIMS 300
 - NIMS 400
 - Community Safety Educators (NFA Q0118)



- Public Information Officer Awareness (FEMA EMI IS-29)
- NFPA Instructor I & II or NAEMSE Instructor I & II
- Bachelor's degree, or at least 100 college credits, of which 50% must be upper division coursework. Significant and successful EMS/Fire supervisory experience may be considered in lieu of degree or college coursework, at the discretion of the Director.

Failure to maintain the required qualifications throughout employment will result in termination.

Responsibilities

The responsibilities of the Operations Commander include:

- Supervisory
 - Direct and supervise field personnel in both emergency and non-emergency situations
 - Conduct site visits to ensure employees have the tools and knowledge to perform as expected, are in compliance with all policies and procedures and our volunteer partners are being met to the extent of the Agency's capabilities.
 - Execute disciplinary action in accordance with JCESA Administrative Policy #1210 (Disciplinary Action) including the issue of verbal warnings and written reprimands, administrative leave (paid or unpaid), and termination.
 - Complete annual performance evaluations of Lieutenants and Education & Compliance Officer
 - Assign, prioritize, and oversee collateral duties, which may include, but are not limited to; Community Outreach, Supply Procurement, Health & Safety, etc.
 - Assign, prioritize, and oversee non-emergency administrative functions to Firefighter EMTs and Firefighter Paramedics;
- Scheduling
 - Prepare and maintain the work schedule for all field staff
 - Manage staffing exceptions as per the Director's orders. The hiring of backfill and the cause of backfill shifts are a responsibility that directly impacts the JCESA budget. JCESA officers will follow policies and procedures to hold all employees accountable for their leave to ensure they are utilizing leave in a responsible manner
 - Prepare the Senior Shift Officer schedule and participate in the rotation
- Human Resources
 - Recruit, screen, and hire full-time field staff to fill authorized but vacant full-time positions and part time staff sufficient to maintain expected staffing levels without significant overtime
 - Review and approve or reject PTO requests
 - Verify all time card activity and submit payroll report to accountant



- Serve as the Agency's point of contact for all insurance offerings (AFLAC, medical, dental, life, and STD) and retirement programs (ESRS, 457)
- Review and approve or reject leave of absence requests
- Emergency Incidents
 - Coordinate incident response in complex situations
 - In times when the immediate need exceeds all available resources, the Operations Commander may be needed to function as a Firefighter / Paramedic, as described in the job descriptions for Firefighter / Paramedic II & III, in accordance with WVOEMS scope of practice and protocol, and West Virginia State Fire Commission Fire Prevention Unit policy
 - Assume a role in the ICS as assigned by the volunteer incident commander on emergency incidents
- Financial
 - Assist the director in identifying capital needs and research recommend the most efficient method to satisfy those needs in current or future budget years;
 - Provide a monthly report to the director on the use of worked hours by type, including overtime
 - Keep the Director abreast of atypical increases in labor or other expenses that will adversely impact the budget;
 - Prepare and submit necessary data to the accountant for the creation of the ALS medication invoice
- Other
 - Continuously review the agency's Operating Guidelines and prepare updates for approval by the Director
 - Attend JCESA Board meetings, JCFRA meetings, and any other meetings assigned by the Director
 - Address and resolve issues and concerns from stakeholders regarding Agency operations or personnel
 - Coordinate the use, maintenance, and any improvements of the main JCESA building
 - Publish content to the agency's social media accounts
 - Other duties as assigned by the Director.

Additional Position Attributes:

- **Status: Hourly**
- **Compensation:** Compensation is determined by position and years of service, as illustrated in the JCESA Pay Table (AP#1192).
- **Location and Hours of Work:** The Operations Commander will generally work out of the main JCESA building. This is typically a daywork position, but hours and days of work may vary, and the Operations Commander is expected to adjust his/her schedule to meet the current needs of the organization. Assignment location and



scheduled hours are subject to change at any time for any reason at the discretion of the Director.

- **Take-home vehicle:** The Operations Commander is expected to conduct station visits and respond to certain emergency incidents throughout the county, conduct other business on behalf of the agency throughout the region, and may be required to engage during off-hours in the event of a disastrous incident or activation of the EOC. As such, this position will be assigned a take-home vehicle to be operated in accordance with AP#1650.