



## Job Description: Operations Commander

Approved:

Date: 7/12/21

### Summary

The Operations Commander holds a rank of Captain 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 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 current National Registry status as an NRP or NREMT-P
- 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
- Have successfully completed 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) OR Introduction to Strategic Community Risk Reduction (NFA Q0841)
- 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 suspension, demotion, or termination, based on the circumstances, at the discretion of the Director.

### **Ongoing Training Requirements**

The following training requirements must be maintained throughout employment in this position. Failure to do so will result in disciplinary action up to and including termination at the discretion of the Director.

- Hazardous Materials Awareness (or higher) – must complete annually
- WV MCI I & II refresher – must complete biennially
- Protocol Review & Update – must complete annually
- Healthcare Provider CPR – must maintain an unexpired certification
- ACLS Provider – must maintain an unexpired certification
- PEPP or PALS – must maintain an unexpired certification
- PHTLS or ITLS – must maintain an unexpired certification
- Skills Evaluation – must complete no more than 365 days after last successful completion

The employee is responsible for ensuring current documentation of these requirements is included in their TargetSolutions account and notifying the Education & Compliance Officer if documentation they have submitted is not visible.

### **Responsibilities**

The responsibilities of the Operations Commander include:

- Supervisory
  - Direct and supervise field personnel in both emergency and non-emergency situations
  - Assign field staff to stations & shifts
  - 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
- Assign, prioritize, and oversee all Areas of Responsibility (AORs, aka collateral duties) which include, but are not limited to; any responsibility included in this job description, supply procurement, equipment management, logistics, health & safety, fleet maintenance, etc.
- Assign, prioritize, and oversee non-emergency administrative functions to Firefighter EMTs and Firefighter Paramedics
- Hold Lieutenant's accountable for enforcing policies, guidelines, rules, laws, regulations, and best practices
- **Scheduling**
  - Prepare and maintain, or oversee, 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 timecard activity and submit payroll report to accountant
  - Serve as the Agency's point of contact for all insurance offerings (medical, dental, life, vision, and STD) and retirement programs (ESRS, 457)
  - Review and approve or reject leave of absence requests
  - Coordinate the annual employee Medical Physical Examination program
  - Coordinate the employee uniform program, including the purchasing and distribution of all Agency provided items to employees
  - Initiate payroll adjustments monthly, based on Years of Service (AP#1192) and as indicated based on separations, promotions, demotions, etc.
  - Transfer accrued leave hours, monthly, between leave banks as defined by AP#1160
  - Maintain a list of employees who are cleared to operate heavy fire apparatus, as authorized by the respective fire chief, by station and apparatus name/designation
  - Develop and implement a comprehensive employee feedback system that provides assessment and meaningful guidance to employees to improve their development and growth



- Communicate relevant agency information via a weekly newsletter to employees
- Periodically conduct surveys or other methods of obtaining employees' perspectives regarding the Agency in general or specific areas and report results to the Director with recommendations
- **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 incident commander on emergency incidents
  - Coordinate, or assist the on-duty officer and/or Director with the coordination of Traumatic Exposure Response through the resources described in AP#1905
  - Develop and/or execute Incident Action Plans (IAPs) for long-term single incidents or situations
- **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;
  - Develop and maintain a long-term staffing plan that outlines where each newly funded position will be assigned, in order, with justification
  - Develop and maintain a fleet replacement plan
  - Provide a monthly report to the Director on the use of worked hours by type, including overtime
  - Revise the annual expense budget based on year-to-date actuals and future forecast
  - Assign employees to either the JCESA (general) fund or Ambulance Fee fund and re-assign as appropriate to maintain appropriate spending in each account
  - 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
  - Prepare the prescribed forms for the annual budget request, assist in the preparation of the presentation, and accompany the Director in making the annual budget presentation
  - Assemble the appropriate reports and data to support funding requests
- **Technical**



- Maintain the facility access system for the main JCESA building including programming new door access cards, de-activating cards for those that no longer require access, resolving issues with cards not working properly. Additionally, program access levels as established by the Director.
- Develop, execute, and interpret statistical reports using available data regarding operations, response, human resources and other areas. Provide reports and/or recommendations based on those reports to the Director
- Establish and maintain necessary audiovisual software or service to enable videoconferencing capability
- Establish and maintain the software or service required to digitally store appropriate documents, forms, and files in the cloud
- Develop, implement, and maintain methods to reduce the amount of paper used or kept by converting processes, forms, etc., to electronic media and systems vs. hardcopy.
- Other
  - Continuously review the Agency's Operating Guidelines and prepare updates for approval by the Director
  - Attend JCESA Board meetings and any other meetings assigned by the Director
  - Address and resolve issues and concerns from stakeholders regarding Agency operations or personnel
  - Publish content to the Agency's social media accounts
  - Assist the Director with researching and preparing response to FOIA requests
  - 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.
- **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.