

**Jefferson County
Job Description**

Position Title:	Director and Chief	Grade Level:	IX
Department	Emergency Services Agency	Last Updated:	October 2025
Reports to:	County Administrator	FLSA Status	Exempt

Statement of Duties:

Responsible for managing and planning the operations, staffing, budgeting, and leadership of the Jefferson County Emergency Services Agency (JCESA). Ensures compliance with all applicable local and state regulations and fosters strong collaboration with local volunteer fire departments to support the effective delivery of emergency services throughout Jefferson County. Employee is required to perform all similar or related duties.

Supervision Required:

Works under the direction of the County Administrator. Individual establishes short-range plans and objectives, performance standards for direct reports, and assumes direct accountability for department results. The employee is responsible for the development and implementation of goals, objectives, and budgets.

Supervisory Responsibility:

Employee is responsible for the management of 50-75 full-time employees, and fewer than ten part-time employees. Responsibilities include the direction and success of department programs, preparing and administering budgets, developing short- and long-range objectives, and coordination with the Office of Human Resources on personnel functions, including effectively recommending hiring, training, and discipline. Large numbers of employees work physically separated from their supervisor due to multiple shifts or concurrent work. Work operations are subject to unpredictable fluctuations.

Confidentiality:

Employee has access to confidential information of the department, including personnel files, criminal investigations, client records, and department records.

Accountability:

Consequences of errors, missed deadlines, or poor judgment may include time loss, adverse public relations, jeopardized programs, monetary loss, labor/material costs, danger to public and officer safety, and legal repercussions.

Judgment:

Guidelines provide limited direction. They may include administrative or organizational policies, general principles, legislation, or directives. Extensive judgment and ingenuity are required to adapt methods and approaches or develop new ones. Employee is recognized as the department's authority in interpreting and applying guidelines and in developing operating policies and practices.

Complexity: Work involves applying a wide range of theories, principles, techniques, and practices in an administrative field. Assignments typically involve evaluating trends, assessing services, and recommending improvements.

Work Environment:

Typical of an indoor office setting with minimal exposure to outside elements. Occasional

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distractions from noise or surroundings may occur. Must be available to work evenings, weekends, holidays, on-call, and to travel as required.

Nature and Purpose of Relationships:

Duties involve ongoing contact with community leaders and others to promote and protect the county's interests. Requires strong diplomacy, sound judgment, and the ability to influence and work with diverse individuals. Strategic collaboration with the County Administrator is essential for advancing work at the state and federal levels.

Occupational Risk:

Limited risk, with only occasional exposure to stress or hazards. Minor injuries may occur if safety protocols are not followed (e.g., minor cuts, strains, or bruises).

Essential Functions:

The functions below illustrate typical work duties and do not exclude other related responsibilities.

1. Plan, organize, coordinate, staff, direct, and manage the daily operations of the Emergency Services Agency.
2. Maintain accurate logs, audio recordings, and records of all operations; serve as Official Custodian of Records.
3. Coordinate with law enforcement, fire, and medical rescue agencies.
4. Oversee development and implementation of departmental goals, objectives, policies, and procedures.
5. Evaluate present and future resource needs; conduct research and make recommendations.
6. Oversee acquisition, maintenance, and readiness of all departmental equipment.
7. Monitor and improve service delivery methods and implement changes.
8. Supervise department personnel, including HR coordination for recruitment, training, evaluation, and discipline.
9. Ensure compliance with County policies and applicable laws and regulations.
10. Promote a strong customer-service culture and provide excellent service to all stakeholders.
11. Coordinate with the County Grant Administrator to research, apply for, and administer grants.
12. Collaborate with public safety agencies to implement shared policies and procedures.
13. Serve on boards and committees such as the Enhanced 9-1-1 Advisory Board; conduct public meetings.
14. Serve as communications liaison during Emergency Operations Center activations.
15. Ensure department staff training, testing, and certifications are current.
16. Conduct research and feasibility studies.
17. Promote high team performance through ongoing training and performance evaluations.
18. Keeps informed of state and national trends in fire and emergency medical services including innovations in education, services, legislative and regulatory.

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19. Respond to and resolve public inquiries and complaints.
20. Acquire and maintain required operating licenses and permits.
21. Serve as a fire chief.
22. Performs other duties as assigned.

Recommended Minimum Qualifications:

Education and Experience

Bachelor's degree strongly preferred. Seven to ten (7–10) years of experience in Public Safety, including five (5) years of supervisory oversight of EMTs, paramedics, and firefighters. Equivalent combinations of education, training, and experience may be considered.

Special Requirements

Required:

- EMT-B or higher certification
- Training documentation must demonstrate completion of one of the following:
 - NFPA 1021 – Standard for Fire Officer Professional Qualifications; or
 - West Virginia State Fire Commission–approved Fire Officer Level I and II courses; or
 - Equivalent fire officer training recognized by the West Virginia State Fire Commission as meeting the standards of the approved Fire Officer Level I and II courses.

Preferred certifications and experience:

- Experience as a Battalion Chief, Captain, Deputy Chief, Chief or similar such position of senior leadership.
- National Registry of Emergency Medical Technicians Paramedic Certification
- EMT and Fire certifications and trainings, including from OEMS, VDFP, VFMA, ProBoard, NEMSMA Pillars of National EMS Officer Competencies, and National Fire Academy Executive Fire Officer Program, or like programs.
- International Association of Emergency Managers AEM or CEM.
- Degree (Bachelor's or Master's) in emergency management, public administration, communications, human resources, inter-personal communications, fire administration, or emergency medicine, or a similar topic.

Knowledge, Abilities, and Skills

Knowledge

- Comprehensive knowledge of fire, EMS, emergency management and disaster planning management;
- Extensive knowledge of laws and regulations controlling fire, EMS, and emergency management, including potential new standards from federal agencies;
- Knowledge of the physical layout of Jefferson County;
- Effective written and oral communications skills;
- Computer literacy

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Abilities

- Manage high-pressure situations and make sound decisions
- Plan and direct a multi-shift public safety operation
- Evaluate personnel and maintain high performance standards
- Work effectively with the public and stakeholders
- Proven management and administrative skills;
- Ability to lead, direct and manage the activities of career personnel; ability to establish and maintain productive working relationships with volunteers, career personnel, government officials and the public;
- Ability to exercise sound judgment and discretion in emergency situations;

Skills

- Leadership and management
 - Budgeting and financial oversight
 - Clear communication and strategic decision-making
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Physical and Mental Requirements

Physical Skills

Minimal physical demands. Work mostly involves sitting, with occasional walking, standing, and lifting (e.g., paper, files).

Motor Skills

Basic motor skills for computer operation, document handling, and occasional driving.

Visual Skills

Frequent reading and interpretation of reports, screens, and documents; color vision required.