

PHOENIX FIRE DEPARTMENT
Volume 1 – Management Procedures
STAFF ASSIGNMENTS

M.P. 104.02A	Date Revised: 05/26
<p>This policy is for internal use only and does not expand an employee’s legal duty or civil liability in any way. This policy should not be construed as creating a duty to act or a higher duty of care with respect to third-party civil claims against employees, the Phoenix Fire Department (PFD) or the City of Phoenix. A violation of this policy, if proven, can only form the basis for non-judicial administrative action by the employer in accordance with the laws and rules governing employee discipline.</p>	
<p>Related Policies: 104.02 Assignments</p>	

CHANGING SHIFTS

<i>Current Assignment</i>	<i>Transferring To</i>	<i>Required to Work</i>	<i>Number of Hours Off</i>	<i>Report to work on New Shift</i>
A	B	A Shift until 1600 Hours (8 Hours)	16 Hours	B Shift at 0800 Hours
A	C	A Shift until 2400 Hours (16 Hours)	32 Hours	C Shift at 0800 Hours
B	C	B Shift until 1600 Hours (8 Hours)	16 Hours	C Shift at 0800 Hours
B	A	B Shift until 2400 Hours (16 Hours)	32 Hours	A Shift at 0800 Hours
C	A	C Shift until 1600 Hours (8 Hours)	16 Hours	A Shift at 0800 Hours
C	B	C Shift until 2400 Hours (16 Hours)	32 Hours	B Shift at 0800 Hours

The preceding examples allow an employee to have two hours off for each hour on duty. This formula will also be used as a guideline when transferring from a staff position to a line position or vice versa.

Filling Positions with Interviews

Due to the interactions and relationships that certain positions require inside and outside of the Fire Department, Labor and Management have agreed to include an interview as part of the selection process when filling certain positions. This process will mirror the process used throughout the City of Phoenix when filling vacancies. If the most senior member is not chosen, the Fire Chief or his/her designee reserves the right to assign personnel to any assignment considered to be in the best interest of the organization in terms of training, education, personal growth, career development, and organizational need. These positions include:

1. Homeland Defense Bureau Captains
2. EMS Lead Captain
3. DTO Captains
4. Car 957 Captains
5. PIO Captains
6. Mentor Firefighter (TA)
7. Arson Investigators
8. Car 959 Captains
9. Member Services Captains

The basic steps of the process are outlined below:

The positions will be advertised with a list of “minimum and required qualifications” that must be met for a member to be eligible to apply. Candidates will be informed of the expectations associated with the position and given the opportunity to ask questions regarding the details of the position. Section Heads may require a resume and credentials as part of their minimum requirements.

An interview process will be conducted by a panel consisting of both Labor and Management representatives to ensure that candidates meet the qualifications outlined in M.P.104.02A. Upon completion of the interviews, candidates will be ranked based on their interview scores. In the event of a tie, seniority will be used as the tiebreaker to establish the final eligibility list. Seniority may also be used to determine the interview pool. A member who is awarded a 40-hour position must occupy the position within 30-days.

STAFF JOB DESCRIPTIONS

AVIATION TRAINING CAPTAINS

Duties:

-
- Conducts and coordinates all aspects of Aircraft Rescue Fire Fighting (ARFF) classes for all ARFF 80-hour certification classes.
- Prepares and conducts Continuing Education Block training for ARFF members.
- Prepares lesson plans for all ARFF classes.
- Updates and keeps current ARFF Training Manuals and Volume 19.
- Assists Aviation Deputy Chief with planning and managing the Annual Multi-Agency Disaster Drill and Tri-Annual.
- Plans and implements Hands-on Drills for all ARFF Personnel.
- Conducts FAA-timed Drills in coordination with Shift Battalion Chiefs.
- Coordinates Annual or Quarterly Battalion Training for Station 19 crews.
- Coordinates Annual CFR Part 139 Mandatory Live Burn Drill for all ARFF Personnel.
- Coordinates and schedules make up live burns throughout the year as necessary.
- Accompany ARFF members when traveling to Live Burn sites during training exercises.
- Coordinate directly with Live Burn Facility personnel for training objectives and exercise safety.
- Develops and manages an annual training calendar and company activity calendar for ARFF training.
- Coordinates all non-ARFF training with Battalion Chiefs and Training Committee.
- Coordinates, facilitates, and manages the usage of Aviation Fire Operation props, equipment, and training room, for Station 19 and other users.
- Maintains the Audio-Visual Equipment and Library.
- Manages the Training Records required for the FAA & PFD.
- Assists in determining staffing needs for ARFF rovers within the program.
- Interacts with the Aviation Department and other agencies associated with the Aviation Industry.
- Participate in multiple Aviation committees, meetings, community events, and special events.
- Maintains all Personal Certifications, i.e., SCBA, EMT/PEMT, CE's, and Live Burns
- Must be capable to Act out of Class as a Division or Battalion Chief when necessary.
- Respond to the Aviation Emergency Operations Center (AEOC) as an ARFF representative as needed and as determined by AEOC activation guidelines.
- Other duties as required by the Deputy Chief of Aviation.
- Meet all standards required by NFPA 412, Standard for Evaluating Aircraft Rescue and Fire Fighting Foam Equipment.
- Meet all standards required by NFPA 402, Guide for Aircraft Rescue and Fire-Fighting Operations.
- Meet all standards required by NFPA 402, Guide for Aircraft Rescue and Fire-Fighting Operations.

- Meet all standards required by NFPA 414, Standard for Aircraft Rescue and Fire Fighting Vehicles.
- Prepares lesson plans for all ARFF/badged Driver Training classes.
- Updates and keeps current ARFF Training Manuals and Volume 19.
- Maintains Airport Fleet records and maintenance, including mileage reports to Fire Fleet Management.
- Participates in Annual Part 139 “required” Live Burn Drill for all ARFF Personnel.
- Develops and manages an annual training calendar and company activity calendar for ARFF Driver training.
- Maintain a pool of trained driver training instructors, including appropriate CE for instructors.
- Coordinates all non-ARFF Driver training with Battalion Chiefs and Training Committee.
- Manage programs within the ARFF program as determined by the District-19 Chief (i.e., Bike Teams, CPR training, Fire Extinguisher Instructor)
- Manage the badging process for Sworn and Civilian Fire personnel.
- Attends meetings and Tabletops as directed by the Deputy Chief of Aviation.
- Maintain foam inventory and testing as necessary per FAA Part 139 inspection requirements.
- Meet all standards required by NFPA 1002, Standard for Fire Apparatus Driver/Operator Professional Qualifications.
- Meet all standards required by NFPA 1451, Standard for a Fire Service Vehicle Operations Training Program.
- Conducts Aircraft Rescue Fire Fighting (ARFF) Driver Training classes for all ARFF and badged personnel.
- Manages the Check Ride AMA program for all ARFF members.
- Manages the ARFF Drivers Training program in accordance with FAA standards.
- Manage the Fuel Inspection Program and participate in inspections
- Management of all badging records and compliance for ARFF members

Preferred Knowledge And Skills:

- Excellent record keeping
- Visionary in anticipating future training needs
- Excellent communication and presentation skills.
- Has attended or is willing to attend Terrorism Liaison Officer (TLO) training.
- Certified CPR instructor or willing to obtain.
- Instructor experience.
- Program management experience.
- Excellent organizational skills.
- Proficiency in computer applications within the Microsoft Office Suite including Word, PowerPoint, Outlook, Excel, and others as required.

Requirements:

- Seniority as a Fire Captain

- NFPA 1041 Certified Instructor or ability to obtain
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- ARFF certified for minimum one year (2 years is preferred)
- 2-year commitment to the position

CAR 957

General Requirements

Seniority as a Fire Captain is required. C957 is a Captain position that also requires certifications as a Hazardous Materials Technician and a Technical Rescue Technician. Any member accepting assignment to this position who does not have both certifications will be required to gain and maintain both certifications as a requirement of the position. The Captain assigned to C957 should also have a strong history of a commitment to safety, as this is a major component to the position when responding to incidents. C957 also works as a member of the FEMA USAR Team and must possess or gain a thorough understanding of the USAR Team and the Team's operations. Other abilities necessary to fill this position include the ability to schedule, write and teach training classes, and to manage a budget and control the equipment inventory for the team for which they are responsible. This position requires a minimum commitment of two years from the date the position is filled. **(Technician's Letter of Commitment form is available from Special Operations).**

C957 Program Management

Each C957 Captain is responsible for managing one of the following programs within the Special Operations Section: The Hazardous Material Team, the Technical Rescue Team or the FEMA USAR Team. Managing the program requires committing time during the shift to work out of an office at Special Operations. Weekdays from 0800 to 1700 are the typical times C957 is expected to be at Special Operations. C957 may also be required to manage other teams or projects as the Special Operations Chief deems necessary. Program management includes but is not limited to the following tasks and responsibilities:

- Assist with conducting and providing training for all Hazardous Materials, Technical Rescue or USAR Teams to maintain compliance with OSHA, NFPA or FEMA standards. This includes development of the classes and lesson plans.
- Schedule training classes, drills, testing and special events for the Hazardous Materials Technical Rescue or USAR teams.
- Maintain inventory control and maintenance of Hazardous Materials, Technical Rescue or USAR equipment.
- Develop purchasing specifications and DSRs for necessary specialized Hazardous Materials, Technical Rescue or USAR equipment.
- Develop and manage an overtime budget for the Hazardous Materials, Technical Rescue or USAR teams.
- Develop and manage an equipment budget for the Hazardous Materials, Technical Rescue or USAR teams.
- Attend meetings concerning Hazardous Materials, Technical Rescue or USAR teams.

- Monitor operations needs of the Hazardous Materials, Technical Rescue or USAR teams, such as staffing requirements and needs.
- Provide initial training for new members of the Hazardous Materials, Technical Rescue or USAR teams.

C957 Incident Response

C957 provides 24-hour response to all working 1-A (first alarm) fires and Special Operations incidents as well as any other incidents to which it might be dispatched. When dispatched to Special Operations incidents, C957 will be responsible for a number of activities, including but not limited to the following:

- Assist Command with technical information and other information as Command deems necessary.
- Assist Hazard Sector or the Technical Sector officers with technical and operational support.
- Assist in development and approve any plan to be implemented at a Special Operations incident.
- Assume the role of the Safety Officer for the Special Operations sectors on the incident.
- Assume Hazard Sector or Technical Sector as requested by Command. (This should be a rare occurrence and should be at the request of the Command Officer).

COMMUNITY EDUCATION SPECIALIST

Duties:

- Teaches the Urban Survival Curriculum to the schools
- Schedules and organizes community events
- Schedules, coordinates and participates in one bike rodeo for each urban survival school
- Interfaces with Fire Prevention Specialist in assigned Fire Districts
- Establishes and maintains positive relationships with Fire companies in assigned Fire Districts
- Submits weekly classroom visits and community events reports every Monday to the Chief
- Schedules, coordinates and participates in on-going major Fire Department events such as Just a Few Seconds, Fire Prevention Week, and the Biltmore Children's Health Fair

Preferred Knowledge And Skills:

- Background in teaching educational materials
- Working with the community
- Bilingual preferred

Requirements:

- Seniority as a Fire Captain

- One year commitment to the position

DEPARTMENT TRAINING OFFICER (DTO)

Duties:

- Plans and reviews curriculum to become proficient in all classes
- Develops training schedules and lesson plans
- Ensures ALL standards of the Phoenix Fire Training Academy are met
- Teaches in a one-on-one or group setting
- Develops and administers tests
- Schedules instructors, classrooms, apparatuses, materials, etc.
- Conducts scheduled and unscheduled counseling/coaching sessions
- Evaluates practical skills
- Develops and maintains training records
- Develops and implements final evaluations
- Maintains inventory of equipment and apparatuses
- Schedules and coordinates training with other agencies
- Coordinates Training Academy campus and facility usage

Preferred Knowledge, Qualities, and Skills:

- Experience in the development of lesson plans
- Knowledge and experience using Microsoft Word, Excel, Outlook, and PowerPoint
- Time management skills
- Knowledge of Volume 1, Volume 2, and Volume 10
- Knowledge of NFPA 1403 - Standard of Live Fire Training Evolutions
- Knowledge of Professional Standard Guide
- Commitment to the “Rules of Engagement”
- Knowledge of the RBO process
- Knowledge of Engine, Ladder, and Rescue Operations
- Knowledge of adult learning techniques
- Strong safety practices
- Commitment to physical fitness
- Customer service oriented
- Commitment to department, battalion, and member training
- Coaching skills

Requirements:

- Senior Fire Captain
- Must have completed one class as a temporary RTO

DRIVER TRAINING ENGINEER

Overview

The Driver Training Program exists to teach all Fire Department members safe driving attitudes and techniques through both classroom learning and hands on skills development. In addition, the program is comprehensive, covering other areas such as apparatus familiarization, maintenance, legal aspects, driving rules and laws, safety, and customer service. The engineers assigned to these 40-hour staff positions work directly for the Driver Training Captain and are an integral part of the Driver Training Program.

The Driver Training Program consists primarily of the following components:

- **Phase I, II and III Probationary Fire Fighter training** - Classroom and hands on driving skills, laws, rules, rescue operations and apparatus familiarization.
- **Engineer Continuing Education** – Classroom and hands on training for Engineers covering all aspects of Engineer duties, including: pump operations, ladder operations, hydraulics, Code 3 driving, fire ground scenarios, apparatus familiarization, maintenance, safety and customer service.
- **Engineer Move-Up Academy** – 80-hour training program to teach fire fighters basic hydraulics and apparatus familiarization, foam operations and driving instruction on the driving track with sedans, pumpers and ladders that allows a graduate to move-up/out of class into the engineer position. Variations of this may be smaller blocks of training such as engine and ladder training completed in separate blocks.
- **New Apparatus In-Servicing** – Training in apparatus familiarization, including instruction on the driving track.
- **Specialty Training** – Training on specialty apparatuses such as water tenders, brush trucks, utility trucks and other support vehicles.
- **Instructor Training** – Engineers must complete the GM Advanced Driving Training Certification course and the “Train the Trainer” certification, develop and conduct instructor CE, and meet all requirements for NFPA instructors.
- **Engineer Exam** – Participation in facilitating the Engineers exam as needed.
- **Civilian and New Hire** – Driver training for civilians and new hires adapted to the vehicles they will be operating. This includes red shirts, cadets, fire prevention, tech services, etc.
- **Remedial Instruction** – Extra driver training for members involved in accidents or who need additional skill development.
- **Community Involvement** – Participation in any future community involvement programs associated with the Driver Training Program.

Duties:

- Develop curriculum and lesson plans for classroom and hands-on training for all aspects of the Driver Training Program.
- Develop learning aids such as videos, power-point presentations, and other material to assist in teaching program material.
- Instruct students in classroom setting using lesson plans and course material.

- Instruct students behind the wheel on driving track and over-the-road courses.
- Instruct members in apparatus familiarization and maintenance with all types of PFD apparatuses.
- Perform Safety Officer duties as needed at the driving track.
- Instruct students in move-up academy in areas of hydraulics and pump operations, foam operations, apparatus familiarization, and behind the wheel evaluations.
- Act as a liaison with fleet management to gain knowledge of all new apparatus specs, maintenance and operations.
- Develop knowledge of all types of PFD fleet apparatuses.
- Provide in-service training to members with new apparatuses, i.e., rig familiarization and behind-the-wheel exercises.
- Complete the 40-hour GM Advanced Drivers Training Certification program.
- Act as an instructor in the GMADT program for new driving instructors.
- Complete the Commercial Driver's License program through the City of Phoenix (optional).
- Under the supervision of the Driver Training Officer, evaluate all members completing the driving course, hands-on skills evaluations, and written tests.
- Document all evaluations through appropriate forms.
- Ensure that all documentation is turned into the Driver Training Officer for placement in member's Driver Training file.
- Meet all standards required by NFPA 1002, Standard for Fire Apparatus Driver/Operator Professional Qualifications.
- Meet all standards required by NFPA 1451, Standard for a Fire Service Vehicle Operations Training Program.
- Meet all standards required by NFPA 1041, Standard for Fire Service Instructor Professional Qualifications.
- Attend all Apparatus Labor Management Subcommittee meetings.
- Attend all Driver Training Labor Management Subcommittee meetings.
- Act as a liaison with all outside agencies for driving track use.
- Maintain inventory of tools and equipment assigned to Driver Training.
- Maintain cones and equipment at driving track, including set-up.
- Attend Training Academy and Driver Training staff meetings.
- Assist with producing and updating a Driver Training Manual.
- Check e-mail daily.
- Read weekly Bucksip.
- Maintain apparatuses assigned to Training Academy and Driver's Training.
- Instruct members on driving simulators.
- Maintain simulator units and classroom.
- Maintain requirements for all members, such as EMT or paramedic certifications, special operations training, annual physical, daily physical fitness, leave management, MCS, etc.
- Any other duties that are deemed necessary by the Driver Training Officer

Preferred Knowledge And Skills:

- Past history of good safety practices.
- Past history of acceptable driving record, both with Arizona Motor Vehicle Division and the PFD.
- Ability to work well with others and be a team player.
- Commitment to physical fitness.
- History of excellent customer service delivery.
- Commitment to PFD Way and Customer Service Guide.
- Ability to operate computer programs such as Word and Power Point.
- Ability to operate multimedia equipment.
- Good public speaking and communication skills.

Requirements:

Seniority as an Engineer

EMS STAFF CAPTAIN

Duties:

- Coordinate BLS/ALS continuing education for Phoenix Fire Department members
- Manage EMS Quality Assurance (COI/COA) efforts
- Analyze EMS data and QA/OI trends to inform training needs and update curriculum accordingly
- Serve as liaison between the EMS Division and the hospital and clinical partners
- Serve as liaison between the Phoenix Fire Department and City law offices for EMS legal activities
- Conduct pilots, trials, and evaluations of equipment, supplies, and programs
- Respond to significant medical events in Operations as directed by the Section Head
- Assist the Battalion Command Officer or Incident Command Officer in the management of 2-1, IA, and greater alarm medical incidents as a sector officer and an EMS specialist for after-incident critique
- Facilitate needed EMS inventory for emergency services
- Provide the requested follow-up with base/receiving hospitals
- Provide timely CME reports for field paramedics
- Represent the Department on regional and state EMS committees
- Organize and facilitate quarterly EMS Pre-hospital Coordinator meetings
- Design, coordinate, and deliver department-wide EMS continuing education (CE) for EMTs and Paramedics in accordance with Arizona DHS and AHA standards
- Collaborate with Division Chiefs, Battalion Chiefs, and hospital partners to ensure training aligns with operational needs, system protocols, and emerging medical practices
- Develop lesson plans, training materials, skill stations, and assessments for use at both company-level and instructor-led sessions
- Supervise EMS training rollout through City of Phoenix LMS, managing completion

- tracking, rosters, and compliance reports
- Assist in the administration of the PFD Paramedic Training Program in collaboration with academic partners and program coordinators
- Provide mentorship, classroom instruction, and psychomotor skills evaluation to paramedic students during their didactic and field phases
- Coordinate and instruct quarterly EMS CORE Refresher Training to meet AZDHS requirements for EMT and Paramedic recertification
- Manage AHA-compliant training for BLS, ACLS, and PALS, including oversight of online AHA course completion and in-person skill verification
- Serve as a liaison to Operations, providing EMS training support to companies and addressing emerging educational needs in the field
- Maintain CORE course rosters, certificate records, and Telestaff scheduling notifications
- Evaluate and improve refresher curriculum annually based on changes in AHA guidelines or local protocols
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Requirements:

- Three years' experience as a paramedic
- Seniority as a Fire Captain

EXPOSURE CONTROL OFFICER

Duties:

- Control all documentation of exposure to department members
- Research legislation and regulations that affect the operations of the Fire Department
- Perform follow-up with members who have been exposed to assure proper evaluation and treatment
- Be available and respond after hours to reports of exposures and injuries
- Direct and coordinate the implementation and activities of the Haz Mat /Chem Archives?
- Serve as the "Designated Officer" as required by the Ryan White Comprehensive AIDS Resources Emergency Act of 1990
- Communicate information to various receiving hospitals
- Develop criteria for the purchase of infection control personal protective equipment
- Control all documentation of exposures to department members
- Research legislation and regulations that affect the operations of the Fire Department
- Perform follow-up with members who have been exposed to ensure proper evaluation and treatment.
- Be available and respond to reports of exposures
- Serve as the "Designated Infectious Control Officer" as required by the Ryan White Comprehensive AIDS Resources Emergency Act of 1990

- Communicate information to various receiving hospitals and obtain source patient results in a timely manner
- Develop criteria for infection control, personal protective equipment, and safer devices
- Stay up to date on best practices for Exposure Control
- Provide support for C959 relative to infectious control exposure processes and member support
- Update the Infectious Control Plan annually
- Update C959 Field Operations Guide to ensure it is current with all policies and procedures
- Develop training documents, including bulletins, memos, etc.
- Update and maintain the Infectious Control page on SharePoint
- Teach Infectious Control and Bloodborne Pathogens courses
- Direct and support Infectious Control courses taught within various sections of the fire department and outside cities
- Communicate with Maricopa County Public Health, Department of Health Services, and PFD Homeland regarding new emerging infectious diseases affecting PFD members. (COVID-19)
- Assist with IMT duties
- Assist members with COVID-19 industrial paperwork and proper return to work procedures

Ensures compliance with OSHA bloodborne pathogens standards, CDC guidelines, State and local public health regulations

Preferred Knowledge And Skills:

- Exposure Control Technician Training or experience in Infectious Control
- Licensed Paramedic
- Completed courses in Infectious Control and Bloodborne Pathogens
- Training related to microbiology, epidemiology

Requirements:

- Seniority as a Fire Captain
- Member of APEC or ability to obtain certification
- Extensive Fire / EMS operational experience
- Ability to manage patient confidentiality

FIRE/ARSON INVESTIGATOR

Duties:

- Investigates fire to determine origin and cause

- Prepares fire loss analysis reports
- Develops fire loss intervention strategies
- Writes reports of all fires investigated
- Arrests fire crime suspects
- Interviews and interrogates individuals relating to fire and arson cases
- Provides testimony in court regarding the origins and causes of fires
- Recommends measures to eliminate fire hazards
- Photographs fires that are investigated and keeps files of photographs taken
- Locates and pursues suspects in fire related crimes
- Provides technical assistance to fire company officers
- Directs and coordinates investigations of fire related crimes
- Works with attorneys for prosecution in fire related crimes
- Works with attorneys or their designees in civil fire-related cases
- Collects, preserves and controls evidence identified at fires

Preferred Knowledge And Skills:

- Knowledge of fire investigation techniques, origins and cause of fires, and fire behavior
- Knowledge of building construction and fire loads
- Knowledge of Rules of Evidence, techniques of interrogation, court case preparation, court procedures, constitutional law, suspect profiling, and laws of arrest
- Ability to recognize incendiary devices
- Ability to produce clear, detailed, and comprehensive written documents
- Ability to use graphic instructions such as blueprints, schematic drawings, layouts or other visual aides in making presentations to explain the origin or cause of a fire
- Ability to move heavy objects (50 pounds or more) short distances (20 feet or less)
- Ability to enter data or information into a terminal, PC or other keyboard device
- Ability to work evenings, weekends, or holidays to investigate fires
- Ability to wear and operate an S.C.B.A.

Requirements:

- Complete I.A.A.I. Arson Investigation Part I, II, III, and IV
- May be required to obtain AZPOST certification, having Peace Officer status by the end of the one-year probationary period
- Seniority as a Fire Captain
- Must clear a background check and meet the standards necessary for courtroom testimony
- Excellent record keeping skills

Fire Prevention Captain

Job Description:

Fire Prevention Captains assist staff with fire operations coordination/liaison needs, high-hazard occupancy identification, Captain's Access issues, KNOX product management, mid-

rise building preplans, high-rise training, and fire/life safety system testing. This position serves to connect the Fire Prevention Section to Fire Operations.

Duties:

- Liaison to Fire Prevention for daily operational needs (not limited to just these)
- Coordinate premises alerts
- Conducts and coordinates tactical preplans
- Provides guidance to first due companies, Company Officers, and Command Officers regarding identified high hazard occupancies
- Assist Fire Prevention with management of special events
- Manage high-rise evacuation drills
- Assist with floor warden training
- Attend High-Rise RBO meetings
- Attend Community Risk Reduction Committee RBO Meetings
- Create Fire Prevention-related training/education material for Operations
- Manage Fire Prevention Transitional Work Assignment program (per City AR's & MOU)
- Work cooperatively with people at all levels with respect and the ability to respond appropriately in a variety of complex situations
- Ability to supervise and manage projects with sworn and non-sworn members of Fire Prevention

Preferred Knowledge and Skills:

- Excellent customer service with both internal and external customers
- Knowledge of high-rise firefighting operations
- Knowledge or experience working with fire protection systems
- Knowledge of the International Fire Code
- Knowledge of NFPA codes and standards
- Experience working in or knowledge of building construction, electrical systems, gas pipelines, or similar fields
- Ability to produce clear, detailed and comprehensive written documents
- Ability to conduct presentations and facilitate meetings
- Above average computer skills working with current City software including CAD, WORD, EXCEL, KIVA, TEAMS, ImageTrend, PowerPoint, ShapePHX, PHXYou, Outlook
- Ability to work well under time constraints

Requirements:

- Seniority as a Fire Captain
- Obtain Hazmat technician certification within one-year of assignment or as available through training
- Minimum two-year commitment to the assignment
- 40-hour work week, 5 days a week, 8 hours a day

LOGISTICS CAPTAIN

Duties:

- Supervises sworn and civilian employees engaged in various support duties
- Provides the highest level of customer service to members of the Phoenix Fire Department and others
- Manages a service quality improvement program in assigned area of responsibility
- Participates in rotating after-hours standby duties and responds to requests for service – involves after-hours callouts for emergency incidents, damage to fire department facilities and apparatus, maintenance requests, and other support needs
- Manages the daily activities and long-term activities of assigned area of responsibility
- Communicates orally and in writing with employees and allied professionals in fields related to the Captain's area of responsibility
- Interacts with various agencies related to the Captain's area of responsibility
- Prepares written and oral reports on the activity of assigned area, assures that records are kept appropriately
- Manages procedures related to assigned area of responsibility
- Assures accountability of equipment and supplies in assigned area of responsibility
- Manages purchasing-related activities in assigned area of responsibility
- Other duties as appropriate

Preferred Knowledge And Skills:

- Knowledge of the structure of the Phoenix Fire Department
- Use of e-mail and MS Office software
- Knowledge of purchasing process and familiarity with purchasing documents such as specifications and design drawings
- Knowledge of construction methods, small tool and equipment maintenance
- Knowledge of NFPA standards, construction codes, and related materials
- High level of customer service to internal and external customers

Requirements:

- Two-year commitment, renewed by agreement between Captain and manager at two-year increments
- Seniority as a Fire Captain
- Ability to attain certification in required area of responsibility, as appropriate

MEMBER SERVICES STAFF CAPTAIN

Primary duty is to assist the Member Services Chief(s) and other appropriate personnel with the design, implementation and administration of the department's health and wellness strategy for employees, dependents, and retirees. Foundational to this position is maintaining confidentiality with all member interactions. This is primarily a program management position that requires

coordination with the department's Member Assistance Program and the employee Member Services program, to assist the department in its programs and needs for employees and retirees. Work involves assessing the mental & physical health needs of the City employee population and facilitating employee assistance and wellness programs to meet those needs. This position places high emphasis on retiree connection on a regular basis. Work also includes aiding employees, training employee work groups, and providing crisis intervention in the workplace. An employee in this classification works under the general supervision of the Chief assigned to Member Services Division.

Duties:

- Develops, implements and monitors the effectiveness of wellness initiatives, recommendations from the appropriate committees, and leadership to improve employee and retiree health and well-being.
- Responds to critical incidents and maintains knowledge of available resources to support member wellness.
- Coordinates and serves on a variety of wellness task forces.
- Maintains confidential files and records.
- Reviews the work and progress of participants and prepares written statistical reports.
- Establishes metrics to measure the effectiveness of wellness initiatives.
- Coordinates resources for Wellness Services for City employees and retirees.
- Develops marketing and facilitates core health management and well-being programs and resources.
- Creates marketing mediums and partners with benefits vendors on wellness programs.
- Participates in Battalion trainings as needed as well as other necessary trainings
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Preferred Knowledge and Skills:

Knowledge of:

- Wellness programs, resources, and services.
- Personnel methods and techniques of modern public personnel administration.
- Peer support program, preferably as peer support team member.

Ability to:

- Work cooperatively with people at all levels with respect and the ability to respond appropriately in a variety of complex situations.
- Communicate with individuals in face-to-face one-on-one or groups settings, and by telephone.
- Comprehend and make inferences from material written in the English language.
- Analyze, interpret, and report research findings and recommendations.
- Produce documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Provide educational presentations and training programs.

Job Requirements

- Seniority as a Fire Captain
- Experience working with employees and retirees in mental wellness services.
- Basic proficiency in MS Word, PowerPoint, and Excel.
- The ability to gather, analyze, interpret and report data
- Ability to effectively facilitate meetings and make presentations in front of large groups.
- Ability to develop, implement, and manage multiple programs simultaneously.
- Completed Peer Support training at the time of advertisement closing

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work assignment, location, or shift.
- Some positions require the use of a personal or City vehicle on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid drivers' license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

PUBLIC INFORMATION OFFICER (PIO)

Duties:

- Responds to emergency incidents
- Responds to immediate media requests for information
- Coordinates planned media activities
- Supervises Media Relations staff
- Serves as spokesman for Department to media
- Centralizes media activity
- Serves as liaison between Department and City officials
- Conceptualizes and co-produces Department videos
- Produces written reports and documentation of media activity
- Maintains positive relationship between Department and media
- Works cooperatively with City employees, the media and the public

Preferred Knowledge and Skills:

- Firefighting principles, practices and procedures
- Geographic layout of the City of Phoenix
- Operation and maintenance of various apparatus and equipment
- Emergency medical service techniques
- Fire salvage and overhaul
- Effective supervision
- Journalistic styles
- Principles and objectives of public information and relations programs

- Ability to organize a large variety of simultaneous projects

Requirements:

- Seniority as a Fire Captain

RECRUIT TRAINING OFFICER (RTO)

Duties:

- Plans curricula
- Develops lesson plans
- Teaches one-on-one or in a group setting
- Develops and administer tests
- Schedules instructions, classrooms, apparatus, materials, etc.
- Conducts scheduled and unscheduled counseling/coaching sessions
- Participates in physical fitness training with recruits
- Evaluates practical skills
- Develops and maintains training files
- Initiates discipline
- Develops and implements final evaluations
- Participates in physical agility testing
- Maintains inventory of equipment and apparatuses
- Determines shift and station assignments
- Prepares monthly recruit evaluations
- Assists probationary captains with training or discipline of probationary firefighters
- Schedules and coordinates training for other agencies
- Coordinates battalion probationary firefighter training

Preferred Knowledge and Skills:

- Experience in the development of lesson plans

Requirements:

- Seniority as a Fire Captain
- One year as a Fire Captain

RECRUITMENT OFFICER Description:

It is the goal of the Phoenix Fire Department to reflect the make-up of the community it serves and protects. To accomplish this goal, the Department actively recruits minority and women applicants and works with various organizations and groups to enhance the exposure of the

organization to these candidates.

The recruitment officer will be dedicated to recruitment efforts that will improve our Fire Department's target recruitment areas. It will allow our Department to be much more pro-active in seeking out recruitment opportunities. Just as importantly, it will provide a centralized point for interested candidates to turn to for guidance and assistance in advance of the actual hiring process.

The Phoenix Fire Department is committed to increase its efforts to recruit and hire from target groups. To accomplish this, the Recruitment Officer will provide mentoring and training opportunities to candidates once they show initial interest in becoming firefighters. Personalized mentoring has proven to provide the most success for candidates.

Duties:

- Effectively execute a defined recruitment strategy from conception through to completion
- Seek out new sources/methods of recruitment to meet staffing requirements
- Coordinate and participate in several large-scale recruitment opportunities.
- Coordinate and participate in targeted public recruitment opportunities
- Direct recruiting of women and minority candidates
- Coordinate and participate in pre-hiring training for potential candidates
- Program development and curriculum development
- Coordinate and secure media and print advertising
- Coordinate and participate in the annual Fire Fighter Recruit testing symposium
- Maintenance and purchase of recruitment equipment
- Maintain the recruitment portion of the PFD web site
- Effectively manage recruitment opportunities and relationships with other City departments and/or outside agencies
- Coordinate recruitment efforts with volunteer organizations inside the department
- Participate in all areas of the selection process for fire fighter recruits
- Manage all administrative duties in line with above role

Preferred Knowledge and Skills:

- Ability to utilize strong interpersonal skills
- Ability to communicate effectively orally and in writing
- Ability to work effectively under time constraints
- Bilingual (preferred)
- Good intuition and understanding of people's qualities
- Confidentiality, tact and discretion when dealing with people
- Good familiarity with commonly used word processing, spreadsheet, and database software packages
- Demonstrated ability in recruitment in Fire Fighter Recruit market

Requirements:

- Seniority as a Fire Captain
- Excellent work record with the Phoenix Fire Department

STAFFING CAPTAIN (Emergency Response Staffing Office)

The Staffing Captain position in the Emergency Response Staffing Office (ERSO) is a mission-critical role that directly impacts operational readiness, staffing accuracy, budget control, labor compliance, and the overall efficiency of field operations.

Duties:

Core Responsibilities

Daily Responsibilities

- Manage the Local 493 Day Program
- Maintain the 200 Rescue Shift Tracking Program
- Complete 200 Rescue credit checks, including reviewing AWRs
- Update Constant Staffing codes to ERP codes to appropriately track and remove hours from the appropriate buckets
- Conduct 72-hour violation checks
- Perform Tobin Day/Local 493 changes and verifications
- Update the CS Merged Spreadsheet, including ERP worked credits
- Conduct shift counts and shift balance reviews
- Understand and assist with the daily staffing process
- Support ERSO and South Shift Command with day-to-day operations
- Review Requests for Transfer
- Track assignments, staffing changes, and personnel movement
- Maintain and update staffing tags (SSC/ERSO board tags)
- Assist the ERSO/SSC Deputy with ERP when activated
- Manage PFD Rover shift change requests
- Tracking and Reporting of FMLA, BE, and Military Leave
- Manage leave code conflicts in Telestaff with FMLA Liaison

Weekly Responsibilities

- Produce, publish, and print required ERSO and SSC staffing documents
- Assist with position fills
- Complete bi-weekly Friday shift counts
- Verify weekly 200 Rescue counts
- Participate in ongoing staffing reviews with Division/Section Heads
- Support weekly recruitment, academy, and staffing preparation tasks

Monthly Responsibilities

- Review one-year-out staffing projections
- Identify and reconcile individuals holding two positions
- Complete truck staffing allocation updates
- Calculate the monthly 200 Rescue totals
- Send 10 shift-remaining notifications to members nearing completion
- Update TeleStaff profile fields: edit “owes,” mark completions
- Remove 200 Rescue stickers from staffing board tags
- Assist with advertising vacant positions for specialty roles

Quarterly Responsibilities:

- Conduct Tobin/L493 Day auction assignments (including no-bid/no-win placement)
- Assist with the Emergency Reserve Program (including assignments for no-bid/win)
- Conduct quarterly audits of shift balances, rescue credits, and staffing projections.

Yearly Responsibilities:

- Assist with annual vacation auctions

As-Needed Responsibilities:

- Update Years of Service for TRMO (1, 5, and 10 years)
- Process Local 493 / TD adjustments (shift changes, medic school, Special Ops placements)
- 6-month eligibility to Constant Staff
- Handle military leave personnel requests and staffing implications
- Deliver TeleStaff Recruit Class (1-hour instruction block)
- Support special event staffing, including State Fair, Parades, Fiesta Bowl, and others
- Attend RBO meetings for ERSO and staffing representation
- Produce updated tags for department staffing boards
- Provide support for:
 - Battalion vacancy filling
 - Recruit and paramedic vehicle assignments (EMS and Training Academy)
 - New recruit phase 3 rescue training coordination
- Projections for specialty positions (ALS, Special Operations)
- Rescue early release evaluations
- Any special projects or executive-level requests by the ERSO Chief
- Staffing system assignment updates during leap year or additional department-wide schedule adjustments.
- Although these duties represent the current expectations for the position, the job duties may evolve with the needs of the organization.

Preferred Knowledge, Skills, and Attributes

Technical Skills:

- Proficiency with Telestaff and related automation tools
- Must be familiar with the functionality of Telestaff along with Microsoft Office

programs, including MS Excel, Teams, and MS Word, etc.

- Strong analytical skills and comfort with data-driven decision-making
- Ability to troubleshoot complex systems (staffing system solution) or staffing challenges

Leadership & Communication

- Excellent written and verbal communication
- Provide excellent internal and external customer service
- Ability to work effectively under deadlines and pressure
- Adaptability during rapidly changing operational needs

Professional Requirements

- Seniority as a Fire Captain
- One-year minimum commitment to the assignment
- High level of confidentiality, integrity, and reliability
- Knowledge of current Departmental MPs, City ARs, and unit MOU.