

JOB DESCRIPTION
ASSISTANT SUPERINTENDENT OF FIRE ALARM
DENVER FIRE DEPARTMENT
APRIL 2010

General Statement of Duties

Performs supervisory work in the inspection, construction, installation, maintenance and repair of fire alarm, communications equipment and facilities including electrical and electronic installations. Performs supervisory work in the installation and maintenance of computer hardware, software and networks. Provides technical support to the Fire Department, other city agencies, and other agencies as required.

Supervision Received

Works under the general supervision of the Superintendent of Fire Alarm.

Supervision Exercised

Exercises full supervision over assigned personnel.

Interpersonal Relationships

Assistant Superintendent of Fire Alarm meets with fire department personnel (colleagues, supervisors, firefighters, etc.) and may meet with representatives of other agencies (police, members of other fire departments, OEM, etc.) during routine day-to-day operations. Assistant Superintendent of Fire Alarm meets with vendors regarding purchasing of materials and supplies.

Impact of Error

Performance failure may result in systems failure that can lead to delayed or inefficient response of the department in providing emergency service.

Primary Duties and Essential Functions

Make sure that assigned personnel have the resources and training needed to complete their jobs.

Monitor the overall work performance and work quality of assigned personnel (daily routine work and special assignments).

Conduct formal and informal counseling sessions with subordinates in order to correct work deficiencies and develop work skills.

Mediate or reconcile differences between or among others in the Line Shop.

Recognize job performance problems in subordinates and take action to correct problems.

Prioritize tasks and projects for subordinates.

Monitor progress of tasks and projects to ensure that they are completed in a timely manner.

Coordinate gathering technical input and providing information to the Fire Department and other agencies for grants and other opportunities.

Upgrade technical and administrative skills to allow an efficient and skilled transition to Superintendent of Fire Alarm when later assigned.

Insure that all subordinates are familiar with the policies of the department.

Research and investigate issues for special assignments.

Write special research reports as part of a long term assignment or one-time project.

Make formal presentations within the department to management or line personnel.

Write formal letters or memos to individuals inside and outside of the Fire Department.

Manage the maintenance and upkeep of the Line Shop, including ordering of supplies, coordination of repairs, etc.

Train and evaluate probationary employees.

Provide liaison and staff support services for the Superintendent of Fire Alarm.

Review and evaluate incoming documents, reports, mail and other paperwork to determine what actions must be taken and to determine priorities.

Develop and/or approve work schedules, leave requests, requests for special training, adjustments to training schedules, etc.

Develop goals, performance objectives and completion timetables for accomplishment of work assignments for subordinates.

Evaluate the training needs of subordinates.

Develop training materials or curriculum for subordinates or for other Fire Department personnel.

Provide input to Superintendent of Fire Alarm concerning projected estimated expenditures for the next annual budget year.

Monitor expenditures and requisition materials.

Discuss problems with individuals and facilitate solutions within Department policies and procedures.

Follow-up with others to ensure that change has occurred as planned.

Supervise Career Service employees as assigned.

Manage the Line Shop and supervise Fire Systems Technical Specialists, coordinating information dissemination, problem solving, overall activities and long range planning.

Function as the acting Superintendent of Fire Alarm, taking on all of the duties and responsibilities of this position, in his/her absence.

Coordinate problem resolution and negotiate appropriate solutions within department, with other agencies, vendors and the public.

Meet with Superintendent of Fire Alarm, discuss planned work activities and brief subordinate personnel on Department issues (e.g., new policies).

Answer telephone and route calls to appropriate individuals, takes messages or handles the call.

Research new technology.

Perform on-call duty as assigned.

Secondary Duties Performed

Conduct performance appraisals of subordinates.

Refer employees to an Employee Assistance Program or to outside assistance for problems affecting job performance.

Attend planning meetings as required.

Investigate allegations of subordinate misconduct, public complaints, internal complaints and morale problems within the Line Shop.

Manage the Line Shop petty cash account, including maintaining the security of money, handling disbursements, balancing accounts and completing all required paperwork.

Perform fire alarm central station inspections by traveling to central stations and inspecting the physical facilities to insure U.L. compliance, administering operator license tests, and completing all paperwork for submission to Excise and License.

Prepare monthly work report and send to Superintendent of Fire Alarm.

Perform other duties as required.

Knowledge, Skills and Abilities

An Assistant Superintendent of Fire Alarm needs the following knowledge, skills and abilities in order to perform the essential job functions:

Knowledge of the principles of supervision.

Knowledge of confidentiality issues related to personnel problems.

Knowledge of Department policies and procedures regarding personnel management (employee conduct, discipline, complaints, performance, training, scheduling, etc.).

Knowledge of resources inside and outside of the Department.

Knowledge of Fire Department rules and regulations.

Knowledge of basic administrative software packages (e.g., Excel, Word, Outlook).

Knowledge of speciality software packages (e.g., AllClear, TeleStaff, Kronos)

Ability to effectively assign or delegate work to Fire Systems Technical Specialists, including long-term projects and routine shop activities.

Ability to evaluate the results of assigned work and responsibilities.

Ability to provide constructive feedback to subordinates.

Ability to recognize performance problems in subordinate personnel, and determine effective corrective training, developmental or disciplinary measures.

Ability to function as a positive role model for subordinate personnel.

Ability to function as a member of the management team, supporting management decisions and functioning as the liaison between shop and management personnel.

Ability to control and influence individuals and teams, to accomplish goals or to arrive at solutions to problems.

Ability to set priorities, coordinate or schedule tasks or events in a logical manner so as to maximize staff and material resources, and meet goals and timelines.

Ability to establish procedures to monitor or regulate processes, tasks or activities of subordinates.

Ability to clearly communicate in writing, without errors in grammar, spelling, punctuation, format, etc. This includes all routine work for the job, such as internal memorandum, subordinate evaluations, routine documentation and special reports.

Ability to verbally communicate with subordinates, peers, management, vendors, the public, etc. in all routine aspects of the job.

Ability to maintain accurate written records and schedules of personnel, resources and assignments.

Ability to work within a budget.

Ability to maintain technical skills at a level significant enough as to allow proficient supervision of staff.

Ability to grasp global concepts, and divide into manageable components.

Ability to modify personal visions and concepts, as needed, to accomplish larger organizational visions and goals.

Ability to exercise appropriate judgment in routine supervisory situations.

Ability to use common sense and reach logical decisions, including the ability to foresee the consequences of various alternatives.

Ability to develop effective solutions and propose appropriate recommendations.

Ability to realize when a decision must be made and the willingness to take action or commit oneself.

Ability to make proper assignments of personnel and appropriate use of resources.

Ability to think clearly and remain in control during stressful situations.

Ability to self-start, go beyond what is expected and originate action rather than just responding to events.

Ability to remain open to new ideas, approaches or techniques.

Ability to understand and work within the mission statement of the Department when resolving problems.

Ability to listen to others attentively and with comprehension.

Ability to mediate or reconcile differences between or among others.

Ability to speak in front of groups or business people for basic demonstrations, tours, etc.

Ability to obtain relevant information and data, and identify possible causes of problems.

Ability to communicate clearly and concisely on the telephone and to take concise messages.

Ability to be on-call.

Ability to utilize a personal computer.

Ability to type on a computer keyboard at a moderate rate.

Skill in interpersonal relationships.

Physical Requirements

Standing: remaining on one's feet in an upright position.

Lifting: raising or lowering an object from one level to another weighing more than 75 pounds.

Carrying: transporting an object, usually by hand, arm or shoulder.

Climbing: ascending or descending objects usually with hands/feet.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Mental Requirements

Mathematical Reasoning

Memorization

Oral Comprehension

Spatial Orientation

Written Comprehension

Experience/Education Requirements

Minimum Education Requirements

Graduation from high school or possession of a GED certificate as required by Civil Service Rules and Regulations.

Minimum Experience Requirements

As required by Civil Service Rules and Regulations.

Necessary Special Requirements

As required by Civil Service Rules and Regulations.

Typical Career Path for Assistant Superintendent of Fire Alarm

FIRE SYSTEMS TECHNICAL SPECIALIST

ASSISTANT SUPERINTENDENT OF FIRE ALARM