



Fire Administrative Division Manager

General Information

Classification Code:	MGRSEN
Effective Date:	December 16, 2020
Pay Grade:	D63-D64
FLSA Status:	Exempt

Position Summary

The Fire Administrative Division Manager (FADM) is a non-sworn position and has administrative control and operational command for civilian functions by leading and supporting key strategic projects and goals. This position combines financial strategy, process improvement, and the management of business, administrative and information technology projects and programs across the department and two cities. The FADM performs complex analytical and administrative duties, conducts long-range and strategic planning, and represents the department in a wide range of external and internal business matters. Provides complex technical and administrative support to the Fire Chief. Performs other duties of a similar nature or level.

Classification Characteristics

The FADM falls under the Senior Manager/Senior Program Manager classification. Senior Manager/Senior Program Managers have responsibility for managing and coordinating all activities related to an assigned City division or multiple major program areas including the development of long-range program goals and objectives and allocation of resources within assigned programs or division. Senior Managers make interpretive decisions on behalf of the organization regarding the means for executing the assignments of the relevant Executive Manager, subject to constraints imposed by available technology and resources. Such decisions provide context for the work to be accomplished by subordinates supervised within the unit. Responsibilities will vary in accordance with assigned area of responsibility but will generally include: developing and managing budgets; supervision of managerial, professional, technical and administrative support staff; overseeing highly political public policy matters; interpreting and enforcing codes and/or regulations; managing and overseeing complex public and private initiatives and projects; oversees multiple sections with diverse areas of expertise, qualifications and responsibilities.

This classification is differentiated from Executive Managers as responsibility of the higher level classification is concerned with formulating or adjusting programs for major functions/divisions/departments, and allocating resources (facilities, people, money, materials) among these groups, and responsibility is always citywide in nature. It is differentiated from the lower level Manager/Program Manager classification by having responsibility for multiple programs or major project areas whereas the lower level is responsible for one or two program areas.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Delivers the department budget within two city structures; manages budget implementation, participates in the forecast of additional funding for new program initiatives, and administers department approved budget.
- 2 Manages and supervises staff to include: scheduling, prioritizing, assigning, monitoring and reviewing work; conducting performance evaluations; ensuring staff are trained, ensuring that employees follow policies and procedures, and maintaining a healthy and safe working environment; investigates complaints and recommends grievance responses; and making hiring, termination, and disciplinary recommendations.

Essential Duties	
3	Plans, organizes, and leads analysis of administrative and management procedures, support, and mission requirements to accurately identify problems and devise possible solutions. Develops standard operating guidelines for administrative and management issues. Develops, presents and justifies recommendations for implementation.
4	Directs and oversees the ambulance transport billing section on behalf of Eugene, Springfield, and client agencies. Ensure compliance with Medicare, Medicare HMO's, Medicaid, and health insurance providers' billing requirements.
5	Provides oversight and supervision for the department's IT program including the management of application and hardware platforms, strategic planning, policies and procedures, and upgrade and replacement of IT assets and software. Supervises IT staff responsible for website management.
6	Develops prepares and administers of the annual department operating and capital improvement budgets and multi-year financial plan; provides financial direction for fund management; recommends midyear adjustments; supervises staff responsible for establishing fees for service.
7	Directs and oversees logistics and facilities services for the department's 16 fire stations and training center including the provision of a wide range of equipment testing and maintenance (e.g., SCBAs, fire house), uniform quartermaster, supplies, and maintenance services.
8	Represents the department at a variety of boards, committees, meetings, public events, task forces, and/or other related events as assigned. Analyzes, prepares and presents complex materials and reports to a variety of audiences including City Council, City Manager, boards, commissions or other governmental agencies or community groups.
9	Responds to complex, confidential and sensitive inquiries. Interprets critical information, investigates, documents, and thoroughly answers critical questions; ensures timely follow up of all action items. Provides advice and guidance on related matters.
10	Interprets, coordinates, and implements long-range goals and objectives; recommends and administers policies and procedures. Evaluates the effectiveness of division activities and modifies strategies. Ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards.
11	Directs and oversees special initiatives or assignments that require the development of a project plan and solution options. This includes developing a plan, estimating costs or resources necessary to implement, coordinating the implementation with relevant departments and staff.
12	Performs other duties of a similar nature or level.

Functional Specific Responsibilities	
N/A	

Qualifications	
Minimum Qualifications:	
<ul style="list-style-type: none"> • Bachelor's Degree in the field of business, public administration or a related field; and 7-10 years progressively responsible experience in a field related to area of assignment; and 3-5 years of program and or personnel management experience or an equivalent combination of education and experience. 	
Licensing/Certifications:	
<ul style="list-style-type: none"> • Based upon assignment, a Master's Degree may be required. • Based upon assignment, specified licenses and/or certifications may be required. • Valid Oregon Driver's license at time of appointment, depending on area of assignment. 	

Qualifications

Technology Skills:

- Accounting software — Fund accounting software; Accounts receivable software.
- Calendar and scheduling software.
- Desktop publishing software — Microsoft Publisher.
- Document management software — Adobe Systems Adobe Acrobat, Laserfiche, Microsoft Sharepoint.
- Electronic mail software — Email software; Microsoft Outlook.
- Human resources software — PeopleSoft
- Internet browser software — Web browser software.
- Medical software — Zoll; ImageTrend.
- Office suite software — Microsoft Office.
- Presentation software — Microsoft PowerPoint.
- Spreadsheet software — Microsoft Excel.
- Word processing software — Google Docs; Microsoft Word

Knowledge Required:

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, procurement and contracts, production methods, payroll practices and regulations and coordination of people and resources.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills:

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Instructing — Teaching others how to do something.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Management of Financial Resources — Determining how money will be spent to get the work done, and accounting for these expenditures.
- Management of Material Resources — Obtaining and seeing to the appropriate use of equipment, facilities, and

Qualifications

materials needed to do certain work.

- Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job, effectively delegating work.
- Mathematics — Using mathematics to solve problems.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Negotiation — Bringing others together and trying to reconcile differences.
- Persuasion — Persuading others to change their minds or behavior.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Research and Analysis — Investigating issues and studying facts in order to reach conclusions and making recommendations based on those findings.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Time Management — Managing one's own time and the time of others.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Abilities:

- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.
- Memorization — The ability to remember information such as words, numbers, pictures, and procedures.
- Number Facility — The ability to add, subtract, multiply, or divide quickly and correctly.
- Oral Comprehension & Expression — The ability to listen to and understand information and ideas presented through spoken words and sentences and to communicate in speaking so others will understand.
- Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Respectful Communication — The ability to effectively assert views and fully listen to the views of others. This includes the ability to self-manage and contribute to healthy and productive workplace interactions.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Speech Clarity — The ability to speak clearly so others can understand you and to identify and understand the speech of another person.
- Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Written Comprehension & Expression — The ability to read and understand information and ideas presented in writing and to communicate information and ideas in writing so others will understand.

Physical Requirements											
Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)						
	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						PUSH/PULL					
Standing		X				0-10 lbs.	X				
Sitting					X	11-20 lbs.	X				
Walking – Even Surface		X				21-50 lbs.	X				
Walking – Uneven Surface		X				51-75 lbs.	X				
Kneeling		X				76-100 lbs.	X				
MOVEMENTS						ENVIRONMENTAL HAZARDS					
Bending/Stooping		X				Indoors					X
Twisting		X				Outdoors	X				
Crawling	X					Dust		X			
Squatting/Crouching	X					Fumes/Odors/Gasses	X				
Balancing	X					Chemical Agents	X				
Reach – Overhead		X				Biological Agents	X				
Reach – Forward		X				Noise – Low		X			
Reach – Backward		X				Noise – Moderate		X			
Climbing – stairs	X					Noise – High		X			
Climbing - ladder	X					Low Light		X			
USE OF HANDS						Heat		X			
Grasping – whole hand		X				Cold		X			
Grasping – pinch grip		X				Restricted workspace	X				
Fine manipulation/feeling	X					Vibration – whole body	X				
Keyboarding					X	Vibration - extremity	X				
LIFT/CARRY						JOB SPECIFIC					
0-10 lbs.		X				Driving – vehicle/equipment		X			
11-20 lbs.	X					Operate foot controls	X				
21-50 lbs.	X					Seeing		X			
51-75 lbs.	X					Talking					X
76-100 lbs.	X					Hearing					X
						Extended work hours			X		

Classification History

See addendum title(s) – Service Bureau Manager – for additional history
2020.12 – Job Description prepared and adopted

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____