

PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

ASSIGNMENTS - Job Descriptions

MP104.02A 05/22 - R

CHANGING SHIFTS

Assuming that both items 1 and 2 have been satisfied, the transition will proceed as follows:

Current Assignment	Transferring To	Required to Work	Number of Hours Off	Report to work on New Shift
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 (16 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 provide for 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.

STAFF JOB DESCRIPTIONS

AVIATION TRAINING CAPTAIN

Duties:

- Conducts Aircraft Rescue Fire Fighting (ARFF) classes for all ARFF Certification levels I, II, III
- Prepares lesson plans for all ARFF classes
- Updates ARFF Training Manuals, Volume 16, 16A, 16B, 16C and keeps them current
- Helps Aviation Division Chief to plan and manage the Annual Multi-Agency Disaster Drill
- Plans and executes Hands on Drills for all ARFF Personnel
- Conducts FAA timed Drills
- Conducts Annual MCS for Station 19 crews
- Conducts Annual Part 139 "required" Live Bum Drill for all ARFF Personnel
- 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 for FAA & PFD
- Maintains all Personal Certifications, i.e., SCBA, EMT/PEMT, CE's
- Interacts with Aviation Department and other agencies associated with the Aviation Industry
- Must be capable to move up to the post of Aviation Division Chief when the need arises

Preferred Knowledge and Skills:

- Excellent record keeping
- Visionary in anticipation of future training needs

Requirements:

- Seniority as a Fire Captain
- NFPA 1041 Certified Instructor or ability to obtain
- ARFF Tech III or ability to obtain

CAR 957

General Requirements

Seniority as a Fire Captain is required. C957 is a Captain position that also requires the Captain to be certified as a Hazardous Materials Technician and certified as 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, the ability 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 to manage 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 working out of an office at Special Operations. Weekdays from 0800 to 1700 are the typical times C957 is expected to be at Special Operations. C 957 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.

C957 Program Management

Each C957 Captain is responsible to manage one of the following programs within the Special Operations Section, the Hazardous Materials Team, the Technical Rescue Team or the FEMA USAR Team. Managing the program requires committing time during the shift to working out of an office at Special Operations. Weekdays from 0800 to 1700 are the typical times C957 is expected to be at Special Operations. C 957 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 but not limited to the following:

Assisting Command with technical information and other information as Command deems necessary.

- Assisting 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**Duties:**

- Plans and reviews curriculum to become proficient in all classes
- Develop 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
- Develop and administer tests
- Schedules instructors, classrooms, apparatus, materials, etc.
- Conducts scheduled and unscheduled counseling/coaching sessions
- Evaluates practical skills
- Develops and maintains training records
- All Captains are expected to manage accordingly.
- Develops and implements final evaluations
- Maintains inventory of equipment and apparatus
- 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:

- Must possess certification as a NFPA Instructor 1 (within 12 months of assignment)
- EDU-250 (within 12 months of assignment)
- Senior Fire Captain

DRIVER TRAINING ENGINEER

Overview

The purpose of this document is to describe the job duties of an engineer assigned to the Driver Training Division Engineer position. 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 in nature 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 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** – Train companies in apparatus familiarization for their new apparatus, including instruction on the driving track.
- **Specialty Training** – Includes training on specialty apparatus such as water tenders, brush trucks, utility truck 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** – Participate 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** – Participate 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 apparatus.
- Perform Safety Officer duties as needed at the driving track.
- Instruct students in move-up academy in knowledge 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 apparatus.
- Provide in-service training to members with new apparatus, 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 members 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 sub-committee meetings.
- Attend all Driver Training Labor Management sub-committee 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 apparatus assigned to Training Academy and Driver's Training.
- Instruct members on driving simulators
- Maintain simulator units and classroom.
- Maintain all other required areas that all members are expected to, 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 Vehicles 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 multi media equipment
- Good public speaking and communication skills

Requirements: (BT – not listed)

EMS STAFF CAPTAIN**Duties:**

- Coordinate BLS/ALS continuing education for all personnel assigned to their respective District
- Manage the Quality Assurance (QA) efforts for the District EMS activities
- Liaison for the EMS Section, Emergency Services and the assigned district to the hospitals within the respective response area
- Liaison for the Department to City Law Offices for legal activities relative to the assigned District
- Conduct pilots, trials, and evaluation of equipment supplies, and programs within the assigned District
- Respond to major medical events within the assigned District
- 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
- Assist the section head in the management of the EMS budget
- 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 paramedic joint conferences

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 Achieves
- Serve as the "Designated Officer" as required by the Ryan White Comprehensive Aids Resources Act of 1990
- Communicate information to various receiving hospitals
- Develop criteria for the purchase of infection control personal protective equipment

Preferred Knowledge and Skills:

- Exposure Control Technician Training or experience in Infectious Control

Requirements:

- Seniority as a Fire Captain
- Member of APEC or ability to obtain certification

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 origin and cause 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 related fires
- Collects, preserves and controls evidence identified at fires

Preferred Knowledge and Skills:

- Knowledge of fire investigation techniques, origin 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

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

PUBLIC INFORMATION OFFICER

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 videos on Department
- 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
- Organize a large variety of simultaneous projects

Requirements:

- Seniority as a Fire Captain

RECRUIT TRAINING OFFICER

Duties:

- Plans curricula
- Develops lesson plans
- Teaches on a one-on-one or 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 apparatus
- 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:

- Must possess certification as a NFPA Instructor
- Seniority 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 allow for 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:

- To effectively execute a defined recruitment strategy from conception through to completion
- To 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
- Coordinates 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 on the Phoenix Fire Department

STAFFING CAPTAIN (Emergency Response Staffing Office)

Duties:

- Manage the Tobin Day Program
- Maintain 200 Rescue Shift Tracking Program
- Determine present and future staffing needs with Division and Section Heads
- Back-up for TeleStaff Administrator
- Manage shift count and shift balances
- Establish new paramedic shift assignments
- Maintain seniority lists
- Coordinate new recruit shift assignments with Training Academy
- Manage members Request for Transfer file – change shifts and/or rove
- Assist with Battalion vacancy filling
- Track assignments
- Work with Recruitment Officer on recruit project
- Order and update staffing tags
- Rescue Project regarding “early” release of members

- Aid the Emergency Response Staffing Office and South Shift Command with staffing and office duties
- Assist on special projects and requests, as needed
- Coordinate battalion program managers

Preferred Knowledge and Skills:

- Excellent communication skills, verbal and written
- Work effectively under time constraint deadlines
- Utilize strong Interpersonal skills

Requirements:

- Seniority as a Fire Captain
- One-year commitment to the position

REQUEST FOR TRANSFER FORM

To import image of transfer request form

REPORT OF ASSIGNMENT CHANGE FORM

To import form 90-81D Rev. 11/97

OUT OF CLASS ASSIGNMENT REPORT FORM

To import form 150-56D Rev 5/03

