

Los Alamos County

Job Description and Classification



LOS ALAMOS

JOB TITLE: Fire Program Specialist 1, 2, 3
JOB CODE: 490, 491, 492
CLASSIFICATION: Non-Exempt
DEPARTMENT/DIVISION: Fire Department - Administration
SUPERVISOR: Department Head or Designee

Position Summary:

Under general supervision of the Department Director or designee, coordinates, assesses, and provides program support to various department, division, and special operations programs and community-wide special events; generates public information for Fire Department programs; assists in the development, production, and distribution of information for cooperative agreement, accreditation and other deliverables and reportable activities involving the department, and the county, related supported programs, and the community as a whole. Maintains confidentiality of all privileged information. Also has operational responsibilities for the daily functions of program support, such as purchasing and travel entry, proof, and tracking within the Enterprise Resource Planning (ERP) Systems. Provides assistance and follow-up to departments, programs, employees, and/or members of the general public with specified policies, procedures, and documentation requested by the Fire Department. This position is subject to the LANL Badge-holder training, security, and reporting requirements

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities, duties, and skills required of personnel in this classification. Duties, responsibilities and activities may change at any time.

Essential Duties and Responsibilities:

- Reviews and verifies incoming and outgoing documentation for completeness, accuracy, and compliance with established policies and procedures.
- Provides high-level customer service to resolve or assist in the resolution of policy-related, process-related, or procedural problems and/or inquiries received from countywide representatives, employees, and/or the general public.
- Performs specialized tasks in the various Fire Department Software solutions, such as producing custom reports, IPRA reporting, accreditation reporting, ERP system entry, program support, and training.
- Responsible for analyzing and developing divisional and program reporting requirements as outlined in the Cooperative Agreement (CA) and the department's accreditation model by the Center for Public Safety Excellence (CPSE). Will support monthly, quarterly, annual, and special circumstance reports, which support, but are not limited to, the CA and CPSE reporting requirements. Participates in presentations as appropriate to the department's operational objectives.
- Performs specialized data administration tasks in the various Fire Department Software solutions.
- Performs as part of a team to accomplish the annual program appraisals, including collaboration with other programs and/or departments.
- Coordinates with vendors/contractors to assist in preparing and updating various contracts and purchases for the department.
- Leads and coordinates projects of significant complexity.

- May prepare and update website content for the county website, as well as internal and external websites, as necessary.
- May be assigned to prepare biweekly, monthly, and special circumstance analysis ensuring quality control in the data entry of all records processed in the records management system (RMS).
- Prepares documents and composes correspondence on specific Fire Chief's Directives, procedural issues, and other areas as required.
- Gathers information, conducts data analysis, and assists in developing reports as needed, including compliance and ad hoc reporting.
- Performs specific research into Fire Department program issues as required.
- Assists in developing and maintaining specialized Fire Department databases, computer software systems, and manual and digital filing systems.
- Participates in Fire Department outreach activities, including community risk reduction, job fairs, health fairs, recruitment testing, training, and other events as needed.
- Accurately enters individual information into applicable systems.
- Maintains confidentiality of privileged information.
- Contributes to a team effort to achieve required results.
- Perform other duties as required.

Additional Essential Duties and Responsibilities for FD Program Specialist 2:

- Performs specialized research studies on various Fire Department program topics as specifically assigned.
- Analyzes and interprets data and prepares reports as requested.
- Maintains employment statistics and related documentation.
- Manages information gathering and collaborates with external organizations to prepare and finalize reports or filings.
- Ensures accountability, appropriate use, and safeguarding of government-owned assets.
- Receives, reviews, and processes documentation pertaining to purchasing, training, and other areas, verifying completeness, accuracy, and compliance with established policy and procedural requirements.
- Updates and maintains documentation tracking systems and databases; ensures proper recording, approval, and disposition of documents for records retention in accordance with established policies and procedural guidelines.
- Participates in Request for Proposal (RFP) processes.

Additional Essential Duties and Responsibilities for FD Program Specialist 3:

- Assist management with RFP process and contract administration.
- Take a lead role and assist in FD specializations.
- May lead or assist with contract tracking and other large department projects as requested.
- May delegate tasks or lead other FD Program Specialists 1 or 2.

Minimum Qualifications for FD Program Specialist I:

- High School Diploma or GED.
- One year of business administration or project management experience.
- May be required to possess or make an application for a DOE Q clearance within thirty days of employment with the ability to obtain and maintain a DOE Q clearance and is subject to an additional federal background investigation.
- If in possession of a Department of Energy Q clearance, it will require successful completion of mandatory drug screening and subsequent random drug screenings.

Additional Qualifications for FD Program Specialist 2:

- Associate's degree from an accredited college or university or equivalent combination of education and related work experience.
- Two years of business administration or project management experience. Of which one year should be project/program management experience
- May be required to possess or make an application for a DOE Q clearance within thirty days of employment with the ability to obtain and maintain a DOE Q clearance and is subject to an additional federal background investigation.
- If in possession of a Department of Energy Q clearance, it will require successful completion of mandatory drug screening and subsequent random drug screenings.

Additional Qualifications for FD Program Specialist 3:

- Associate's degree from an accredited college or university or equivalent combination of education and related work experience.
- Six years of business administration or project management experience.
- Two years of project/program management experience.
- Must obtain and maintain a Fire & Emergency Service Analyst (FESA) Professional Credential from the Center for Public Safety Excellence, or a professional certificate in Project or Program Management.
- May be required to possess or make an application for a DOE Q clearance within thirty days of employment with the ability to obtain and maintain a DOE Q clearance and is subject to an additional federal background investigation.
- If in possession of a Department of Energy Q clearance, it will require successful completion of mandatory drug screening and subsequent random drug screenings.

Preferred Qualifications:

- Bachelor's degree from an accredited college or university in Project Management, Business or Public Administration, or a related field
- A certificate in Project, Program, or Change Management, (i.e., Certified Associate in Project Management (CAPM, PgMP, PMP, or equivalent such as Six Sigma, Agile, Scrum. PROSCI).
- Grant writing experience.
- Web page content and layout design experience.
- Project Management experience in the public sector

Knowledge, Skills, and Abilities:

- Knowledge of project management processes, procedures, and documentation.
- Knowledge of project management enterprise systems.
- Skill in record maintenance.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Ability to create, compose, and edit written materials using proper spelling, grammar, and punctuation.
- Ability to interpret and analyze informational needs and provide technical advice and guidance in various areas of the Fire Department.
- Ability to gather data, compile information, and prepare reports.
- Ability to communicate effectively, both verbally and in writing.
- Ability to represent the organization in a professional manner, building respect and confidence.

- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out verbal and/or written instructions.
- Ability to prepare routine financial and administrative paperwork.
- Ability to use good judgment, analyze, and solve problems.

Additional Knowledge, Skills, and Abilities for FD Program Specialist 2:

- Knowledge of computerized information systems used in the Fire Department.
- Knowledge of or ability to gain knowledge of Fire Department resources-related laws and regulations.
- Knowledge of Fire Department terminology and procedures.
- Skill in database management.
- Skill in organizing resources and establishing priorities.
- Ability to communicate and maintain professional and effective relationships with staff at all levels of the organization.
- Ability to foster professional relationships in a diverse community and work effectively with various individuals of varying social and cultural backgrounds.
- Ability to work independently with minimal supervision and as a professional team member.
- Ability to plan, coordinate, and administer complex administrative systems and processes.
- Ability to prepare financial and administrative paperwork.

Additional Knowledge, Skills, and Abilities for FD Program Specialist 3:

- Skill in meeting strict deadlines.
- Ability to solve problems and make administrative and procedural decisions and judgments on sensitive, confidential issues.
- Ability to plan, coordinate, and administer complex administrative systems and processes.
- Ability to establish, foster, and maintain effective professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Advanced analytical, evaluative, and objective critical thinking skills.
- Ability to analyze complex problems and situations and take effective action.
- Ability to supervise, train, and lead employees, including organizing, prioritizing, and scheduling work assignments.
- Ability to represent the organization in a professional manner, building respect and confidence.

Physical Demands:

While performing the duties of this job, the employee routinely sits, stands, walks, talks, and hears. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in a professional office environment with a moderate noise level. Occasionally, work under stressful conditions and for extended periods of time is required. This position routinely uses standard office equipment such as computers, phones, and photocopiers. Evening, holiday, and weekend work outside of normal business hours may be required, as well as travel and attendance at meetings.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Approvals:

Department Director: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Reviewed:

Revised: