



**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: August 01, 2019

Re: **Notice of Proposed Classification Actions – Final Notice No. 04 FY 19/19 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective July 31, 2019.

Micki Callahan  
Human Resources Director

by:

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Steve Ponder  
Classification and Compensation Director  
Human Resources

cc: All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Operations  
Micki Callahan, DHR  
Michael Brown, CSC  
Sandra Eng, CSC  
Christopher Colandene, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 04  
**Fiscal Year:** 2019/2020  
**Posted Date:** 07/23/2019  
**Reposted Date:** N/A

**AMEND THE FOLLOWING JOB SPECIFICATION(S):**  
**(Job specification(s) attached)**

Item #	Job Code	Title
1	H020	Lieutenant, Fire Suppression
2	H022	Lieutenant, Fire Prevention
3	H024	Lieutenant, Fire Investigation
4	H030	Captain, Fire Suppression
5	H032	Captain, Fire Prevention or Fire Investigation
6	H033	Captain, Emergency Medical Services
7	H040	Battalion Chief, Fire Suppression
8	H043	Emergency Medical Services Section Chief
9	H050	Assistant Chief of Department, (Fire Department)

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Suppression  
Job Code: H020**

**DEFINITION**

Under general direction from higher-ranking officers in the Department, the H020 Lieutenant is a working supervisor who commands a firefighting company (consisting of firefighters) in the performance of emergency and non-emergency tasks. Emergency tasks include those associated with receipt of an alarm, arrival at the scene, size-up, search and rescue, fire extinguishing, ventilation, salvage, overhaul, and emergency medical care. In the absence of a senior officer, a lieutenant directs and ensures the efficiency of multi-unit operations. Non-emergency tasks include those associated with fire prevention inspections; pre-fire planning; directing the maintenance of facilities and equipment; monitoring, evaluating, and counseling firefighters; training; and community relations. A lieutenant may also be required to perform other duties as assigned.

**DISTINGUISHING FEATURES**

An H020 Lieutenant is distinguished from an H022 Lieutenant in Fire Prevention and an H024 Lieutenant in Fire Investigation in that the latter do not supervise crews engaged in fire suppression work. An H020 Lieutenant is distinguished from an H002 Firefighter in that the H002 Firefighter has no supervision responsibilities. An H020 Lieutenant is distinguished from an H030 Captain, Fire Suppression in that the H030 is responsible for developing station policy, and has broader command at emergency incidents.

**SUPERVISION EXERCISED**

Direct supervision of a crew of firefighters.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. In preparing for tour of duty: monitors radio (and phone as backup system) for information needed concerning fire activities; notifies battalion chief in district if there is a personnel shortage; communicates verbally with the communications center in order to keep it informed of the status of the firefighting unit; checks sign-in and teletype at the beginning or tour to determine that appropriate personnel are on duty; informs firefighters and others about general orders, changes in practices, policy, procedure, daily activities, or other information; informs firefighters of changes and new procedures to ensure that they are adequately prepared to perform at the scene of a fire; etc.
2. In assigning duties to personnel: assigns station duties such as cooking, cleaning, and building and equipment maintenance responsibilities to firefighters; assigns personnel to firefighting activities, based upon an assessment of their capabilities, so as to maximize the efficiency of the unit; etc.
3. In performing tasks from receipt of alarm to arrival at scene: forms communications center by radio, if crew in on inspection or out of station, that crew is on its way to a fire; instructs driver to locate pumper so that there is access to the fire and/or to water, so as not to interfere with later-arriving equipment; instructs driver to locate truck for use of hand and aerial ladders, paying special attention to overhead obstructions (e.g., power lines) in locating the vehicle; notifies communications center of problems encountered (e.g., accident or break-

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**Title: Lieutenant, Fire Suppression**  
**Job Code: H020**

down) on way to scene of emergency; receives and carries out orders from incident commander; etc.

4. In performing tasks related to incident size-up: reports status of fire to communications center via radio if first to arrive at scene; sizes up fire by observing extent and location of smoke and flames, noting wind, nature of building or object that is on fire, and exposure potential of adjacent structures to determine additional support personnel and/or equipment needed at emergency site; evaluates conditions of fire scene to determine type of extinguisher or extinguishing agent to use (e.g., water, carbon dioxide, dry chemical, foam, or sand); instructs crew on how and when to enter fire scene; instructs crew what equipment to bring to the scene; instructs crew on size of ladders needed and where to position ladders; etc.
5. In performing search and rescue activities: evaluates conditions to determine if it is safe for firefighters to proceed with rescue (e.g., conditions of fire, tides, currents, whether equipment needed is available); determines priorities of rescue activities, such as to apply first aid versus extrication; determines priorities in treating victims (e.g., who receives treatment or rescue attempt first) where multiple victims are involved; directs firefighters in how to rescue trapped victims, potential jumpers, animals, and others in distressed situations, what equipment to use and where to use it; informs firefighters when electricity and gas need to be turned off to maintain the safety of the fire scene; etc.
6. In performing ventilation, salvage, and overhaul activities: confers with Incident Commander regarding proposed ventilation tactics (e.g., before breaking windows in a high-rise situation); evaluates condition and type of roof to determine whether roof is safe to support the weight of firefighters and their equipment; directs firefighters to ladder building using ladders from truck or aerial ladder to gain access to upper floors and roof for purposes of ventilation; directs firefighters which specific tools and equipment to use and where to ventilate; directs firefighters to pull down ceilings or to open walls to facilitate inspection to locate remaining fire or hot spots; visually inspects premises closely to determine that fire has been extinguished and that it will not rekindle; preserves suspicious area and preserves evidence for use by arson squad; etc.
7. In performing first aid-related activities: dons protective equipment (e.g., gloves) to protect against infectious diseases; observes that firefighters are wearing appropriate protective equipment when administering first aid, directs firefighters to carry first aid equipment, such as a respirator, to the site of a victim for use in treatment; analyzes first aid scene to determine what safety procedures need to be implemented to protect the fire crew; administers first responder treatment such as neck braces, oxygen, and CPR, in order to help victim until paramedics arrive; etc.
8. In performing inspection-related activities: during inspections, looks for fire hazards, checks tags on fire extinguishers and alarm systems, and determines if there is a code violation; familiarizes self with buildings or transit system (e.g., building layout, type of occupancy, and structural information) during inspections, so as to be able to respond appropriately in an emergency; reviews prepared pre-fire plans and access maps for properties related to company operations that might lead to greater alarm fires and natural disasters; reports obvious hazards (e.g., flammable rubbish or locked doors) to owners of buildings and to the battalion chief; reports apparent violations of fire safety code to Bureau of Fire Prevention for action; physically inspects first alarm area for location of hydrants; etc.

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9. In performing activities related to monitoring, counseling, and evaluating subordinates: feeds back performance information to firefighters, based upon their performance in firefighting incidents or drills, in order to improve their performance; counsels firefighters when there is a performance standards or personnel problem (e.g., tardiness); conciliates problems among firefighters and between firefighters and self; refers unresolved grievances (e.g., daily assignments or interpersonal conflict between firefighters) to Captain or other officer; etc.
10. In performing activities related to information gathering, report writing, and record keeping: reviews journal since last shift to familiarize self and understand status of personnel, equipment, and apparatus in station; reads General Orders and teletype messages to learn about changes in practice, policy, procedure, or other information; checks vacation calendar, floating holiday, and detail information to understand and determine personnel needs for tour; fills out timeroll for payroll purposes; records information on forms or in personnel records regarding vacations or sick leave; maintains company watch and detail chart to identify personnel assignments; records daily record of company operations to indicate emergency runs, training drills, inspections made, and other activities; writes incident reports with required information such as what happened, where it occurred, what equipment was used, and who was involved; writes information on standard forms (e.g., personnel injury reports, equipment reports, of fire prevention reports); etc.
11. In performing activities related to ensuring compliance with Departmental policy: discusses with and provides input to company commander regarding policies for the station house; carries out station policies regarding assignments and roles; monitors firefighters' actions and behavior to ensure that they are consistent with SFFD policy, practices, and procedures; interprets and explains new administrative directives to firefighters; etc.
12. In performing tasks related to maintenance: refers equipment to Maintenance Division for repair work; orders equipment, supplies, and repair work when needed; puts company out of service if equipment or operation is not functioning properly/safely; visually inspects station, apparatus, and equipment to ensure safe and efficient operations; test equipment by operating it in order to determine if it is functioning properly; etc.
13. In performing activities related to training: assesses the training needs of the firefighters in the company and selects appropriate drills from the approved list; demonstrates equipment and procedures during drills in order to provide training for firefighters; critiques fires with firefighters to help everyone learn from the experience in case they encounter a similar situation; trains new recruits in the training center concerning the policies and procedures of the firefighting unit; trains probationary or temporary personnel in the policies and procedures of the firefighting unit; etc.
14. In performing activities related to community relations: explains and demonstrates firefighting practices, equipment, procedures, and policies to civilians (e.g., how equipment works, consequences of false alarms, etc.) during tours and public functions as a public service; speaks for Fire Department during inspections and emergencies; instructs spectators and non-safety personnel on what to do and where to be during an emergency; conducts public school fire drills (i.e., turns on the alarm and observes how school responds); informs members of the fire unit about visitors to the station house so that everyone is aware of the presence of others; etc.

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15. In performing activities related to working with others: joins with firefighters to do his or her share of the work at a fire or emergency incident; participates as a member of a team in training drills; participates as a member of a team at a fire or emergency incident; actively (enthusiastically) attempts to carry out his or her work assignments; attempts to carry out his or her work assignments completely (not half-heartedly); does all that is possible to complete a work assignment (not the minimum possible); attempts to overcome obstacles or problems that may occur while carrying out an assignment; understands oral instructions or oral information from superiors, subordinates, and peers at emergency incidents; accepts information from subordinates or peers who have specialized expertise; attempts to contribute to a pleasant atmosphere at the firehouse; takes initiative to get tasks done at an emergency incident, during training, or at the firehouse; etc.
16. In performing tasks related to using computers: logs in to PeopleSoft program in computer to check company status; enters correct position code for staff in PeopleSoft (including personnel detailed in) to ensure that staff receives premium pay as appropriate; verifies in PeopleSoft positions to which staff are assigned to ensure that staff receive premium pay as appropriate; sends WDO requests to Bureau of Assignments via PeopleSoft program in computer; revises company assignments using PeopleSoft program in computer to reflect trades; completes SFIRS reports on-line; indicates company status (including in-service, en route to scene, available in quarters [AIQ]) via apparatus-based computer; completes timerecord on computer using PeopleSoft program; etc.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; methods of building construction; hazardous materials and their implications for firefighting situations; the Department's rules, regulations, policies, procedures, and training bulletins; Department manuals; the general principles of fire science; the uses, capabilities, and limitations of firefighting equipment and apparatus; fire and explosion investigation procedures; computers; and fire and building codes related to fire suppression systems.

Ability or Skill to: supervise effectively at fire and other emergency situations; conduct inspections expeditiously; train, monitor, evaluate, and counsel firefighters; gather information, write reports, and maintain records; ensure compliance with Department policy; effectively relate to the community; work with others; and accurately complete reports and staffing tasks on computers.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

Successful completion of probation in either class H002 Firefighter or H003 Firefighter Paramedic - Level 3 and five (5) years of experience as a permanent appointee in class H-2 Firefighter and/or H-3 Firefighter Paramedic - Level 3 in the San Francisco Fire Department.

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Suppression  
Job Code: H020**

License and Certification:

Substitution:

**SUPPLEMENTAL INFORMATION**

OTHER REQUIREMENTS: Essential duties require the following physical skills and work environment: Ability to work in a fast paced office environment; must work in potentially hazardous and dangerous situations; work in inclement weather, from heights, in tunnels, or other risky conditions. Positions may require specialized knowledges, skills, or abilities and qualifications depending on assignment.

**PROMOTIVE LINES**

To: H030 Captain

From: H002 Firefighter or H003 Level 3 Firefighter Paramedic

**ORIGINATION DATE:**

**AMENDED DATE:** 07/20/09; 05/12/17; 09/18/17; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Prevention  
Job Code: H022**

**DEFINITION**

Under direction from an H032 Captain, the H022 Lieutenant maintains Department and Bureau records; writes and reviews reports and correspondence; develops special projects; enforces policies, procedures, rules and regulations; directs evaluates, counsels and provides training to subordinates; represents the Department to the public and other governmental agencies; assists with and/or conducts inspections; reviews plans for compliance with codes; enforces codes; manages the permit process; and performs other related duties as required.

**DISTINGUISHING FEATURES**

The H022 Lieutenant, Fire Prevention is the mid-management level in the Bureau of Fire Prevention and Public Safety class series and is primarily responsible for the enforcement of fire prevention and suppression codes and standards. This class reports to the respective H032 Captain. This class is distinguished from the H032 Captain by the latter's responsibility for budget management, policy development, handling management and labor issues. It is distinguished from an H024 Lieutenant, Fire Investigation, in the latter's primary responsibility for the investigation of the cause of fires.

**SUPERVISION EXERCISED**

This position supervises H004 Inspectors and/or subordinate Fire Department and civilian personnel.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Ensures inspections are conducted timely and consistent with Bureau policies, practices, and procedures; ensure consistent interpretation and application of fire prevention codes.
2. Distributes work assignments to subordinates, ensure that work is completed correctly and on time, confirms an adequate workforce to cover all shifts and inspections and approves or denies requests by subordinates for time off.
3. Performs personnel management functions, i.e. performance monitoring, and discipline; coaches and counsels employees; evaluates work performance; prepares annual performance evaluations; sets performance goals; conducts progressive discipline process.
4. Conducts employee training on Bureau policies, procedures, standards and code; facilitates job-related training and skill maintenance programs.
5. Maintains record keeping and file maintenance systems; ensures adherence to established recording and filing methods and standards; reviews various records to verify accuracy to established methods and standards, and confirms proper recording and filing of documents.
6. Reviews and edits memos, reports, written responses to inquiries or complaints for consistency and accuracy of content.
7. Identifies and documents plans or proposals that fail to comply with code requirements and established standards; prepares written guidelines for administrative bulletins, policies and

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Prevention  
Job Code: H022**

procedures; drafts letters to groups, individuals, businesses and public and private agencies regarding fire prevention and life safety issues.

8. Interacts with the community, including owners, contractors and inspectors; provides information regarding fire codes, code violations, inspection and prevention plans; responds to questions and complaints from concerned parties; meets with necessary parties, including City officials and employees, building owners and managers and others as necessary to resolve conflicts regarding compliance and fire code interpretation issues.
9. Conducts inspections of buildings and other establishments, by request of the Chief of the Department, inspectors, building owners, building managers, construction contractors, licensing or permit boards or other City departments to ensure compliance with all applicable codes and life safety requirements.
10. Assists with conducting inspections by addressing questions concerning codes, permits or other fire prevention activities; makes recommendations regarding equivalencies based upon the applicable codes or regulations.
11. Resolves code issues related to problems with building plans; checks plans with building inspectors, electrical inspectors, fire protection engineers, and others to determine if submitted plans can be approved; meets with building owners, managers and contractors about the adequacy or inadequacy of life safety features or conditions in a building with building plans.
12. Visits sites during remodeling and new construction to ensure that approved plans are followed and accurately completed; meets with all involved parties, contractors, engineers and owners regarding any issues with proposed building plans; provides explanations for plan denials and potential solutions.
13. Determines the entities required to participate in and become subject to new code requirements; prepares implementation outlines and written proposals for special projects and new or revised policies.
14. Collaborates with interested parties, including City officials, employees, representatives of other governmental agencies, organizations and others for input on development and implementation of new policies and special projects.
15. Reviews and evaluates permit applications of major projects or disputed findings, for completeness and accuracy, to determine whether a permit may be issued.
16. Researches and investigates businesses through site inspections and by asking questions, to assess if fire permits are needed.
17. Issues citations for code or law violations to owners of buildings or structures, in order to remedy unsafe conditions.
18. Provides expert testimony, in court hearings and proceedings, regarding code issues, violations and fire hazards.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: The Department's rules, regulations, policies, procedures, bulletins, and training bulletins; City rules, regulations, policies, procedures and bulletins, including the General

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Prevention  
Job Code: H022**

Orders and Administrative Bulletins; manual and guidebook on managing employee performance and the City's performance appraisal system, sexual harassment prevention, reporting procedures and requirements; Americans with Disabilities Act (ADA) and Family Medical Leave Act (FMLA) requirements, Relevant Civil Service rules and regulations; Department manuals related to fire suppression and firefighting, including the Building and Fire Code interpretation manual; Codes, standards, and ordinances related to fire prevention and fire suppression systems, including the California Fire and Building Codes, San Francisco Building Code, San Francisco Housing Code, California State Health and Safety Code, California Mechanical Code as referenced in the California Building or Fire Code, and the National Fire Protection Association (NFPA) standards; Fire science and fire behavior; Computer software programs; Bureau computer tracking systems; The uses, capabilities, and limitations of fire suppression and firefighting equipment; Department policies regarding staffing, time off, personal behavior and appearance protocol; Effective team building, change management, motivation techniques, and performance management; Effective and efficient time and resource allocation; Common, prevalent building violations; Appropriate fire protection equipment to use with various building construction materials; Hazardous materials.

Ability or Skill to: Operate basic office equipment including computer; peripherals, telephone; Fire suppression and firefighting equipment; Direct and monitor subordinates, manage employee performance, counsel and evaluate subordinates; Efficiently enforce codes, regulations, review plans for compliance with codes; Aid in the conduct of and conduct inspections; Train staff and facilitate professional development; Analyze information and reach sound conclusions; Communicate effectively, both orally and in writing; Write logical and accurate reports and correspondence; Effectively allocate resources according to the needs of the situation; Develop and implement department policies and procedures; Work effectively with others; Maintain accurate records and efficiently review documents; Foster and maintain effective community relations; Expeditiously develop and manage special projects.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**Education:**

**Experience:**

Permanent status and successful completion of probation in class H004 Inspector or H006 Investigator.

**License and Certification:**

**Substitution:**

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Prevention  
Job Code: H022**

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: H032 Captain

From: H004 Inspector or H006 Investigator

**ORIGINATION DATE:**

**AMENDED DATE:** 09/21/09; 01/18/12; 04/11/16; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Investigation  
Job Code: H024**

**DEFINITION**

Under direction from an H032 Captain, the H024 Lieutenant maintains Department and bureau records; writes and reviews reports and correspondence; enforces policies, procedures, rules and regulations; directs evaluates, counsels and provides training to subordinates; represents the Department to the public and other government agencies; assists with and/or conducts fire investigations; documents and secures physical evidence; assists with the resolution of civil or criminal cases including testifying in court; and performs other related duties as required.

**DISTINGUISHING FEATURES**

The H024 Lieutenant, Investigation is the mid-management level in the Bureau of Fire Investigation class series. This class reports to the respective H032 Captain. This class is distinguished from the H032 Captain by the latter's responsibility for budget management, policy development, handling of management and labor issues and role as Custodian of Records. It is distinguished from an H022 Lieutenant, Fire Prevention, in the latter's primary responsibility for the enforcement of fire prevention and suppression codes and standards.

**SUPERVISION EXERCISED**

This position supervises H006 Investigators and/or subordinate Fire Department and civilian personnel.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Ensures that investigations are conducted timely and consistent with Bureau policies, practices and procedures; advises investigators on appropriate investigation procedures and techniques.
2. Directs investigators in the handling, recording and photographing of physical evidence to ensure evidence is properly documented and secured.
3. Distributes work assignments to subordinates, ensures that work is completed correctly and on time, confirms an adequate work force to cover all shifts and inspections and approves or denies requests by subordinates for time off.
4. Performs personnel management functions, i.e., performance monitoring and discipline; coaches and counsels employees; evaluates work performance; prepares annual performance evaluations; sets performance goals; conducts progressive discipline process.
5. Conducts employee training on Bureau policies, procedures, standards, in fire investigation techniques, correct documentation and report writing methods, proper techniques for handling evidence during suppression operations which aid in the determination of the cause of fires; facilitates job-related training and skill maintenance programs; confirms members qualify at the firing range to maintain their weapon skills.
6. Establishes and maintains record keeping and file maintenance systems; reviews various records to verify accuracy to established methods, standards, policies and procedures.

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**Title: Lieutenant, Fire Investigation**  
**Job Code: H024**

7. May act as a Custodian of Records; determines which records or incident reports may be made available to the public; monitors distribution of records to the public, requests for copies of documents; oversees collection of fees and issuance of receipts for documents.
8. Prepares operational status reports; prepares draft summaries and analysis of operational information; completes fire investigation reports and documents incidents; prepares written guidelines for Bureau policies and procedures; writes memos to inform staff of changes policies, procedures, rules and regulations; drafts letters to groups, individuals, business and public and private agencies regarding fire investigations; writes letters in response to inquiries and complaints; reviews and edits narrative reports and other documents for completeness and accuracy.
9. Performs activities related to community relations by responding to questions and/or complaint from all concerned parties in an investigation, including the district attorney's office, to provide information regarding a case, insurance companies regarding the disposition of a case, and referring citizens to appropriate authorities so they can obtain needed information or services.
10. Consults with police and superior officers to decide what, if any, information about an incident will be released to the media; provides superior officers and media liaison details surrounding fire investigations as necessary.
11. Responds to incidents and assists field investigators in determining the origin and cause of fires; visually examines and analyzes indicators of arson; gathers evidence and conducts interviews to make conclusions about the origin and cause of fires;
12. Keeps well-informed of the status and progress of active investigations and provides necessary investigative information to the Incident Commander; coordinates investigation efforts with other agencies in order to determine the cause of a fire or to apprehend and/or file charges against the person(s) responsible for the fire.
13. Analyzes information and data from investigations to find patterns in fires, victims, witnesses, suspects and other persons or circumstances; provides investigators' fire reports, written statements, and other information and documents to police and district attorney.
14. Maintains custody of physical evidence for proper storage; maintains documentation and photos of physical evidence for secure filing; documents chain of custody maintain integrity of evidence and prove evidence has not been compromised; maintains legal record of person(s) handling or receiving evidence.
15. Reviews case files and reports in preparation for testifying in a case; serves subpoenas to staff summoned to appear in court; reviews with staff investigative reports in preparation for testimony.
16. Testifies in court regarding incidents, the records of evidence and the authenticity of Department documents; gives testimony at depositions; provides information to attorneys of proper channels and necessary documents for subpoenaing staff or records.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: The Department's rules, regulations, policies, procedures, bulletins, and training bulletins; City rules, regulations, policies, procedures and bulletins, including the General

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Investigation**  
**Job Code: H024**

Orders and Administrative Bulletins, manual and guidebook on managing employee performance and the City's performance appraisal system, sexual harassment prevention, reporting procedures and requirements, Americans with Disabilities Act (ADA) and Family Medical Leave Act (FMLA) requirements; Relevant Civil Service rules and regulations; Department manuals related to fire investigation, fire suppression, firefighting, techniques used in fire investigation and in determining origin and cause of fire; Codes, standards, and ordinances related to fire investigation, including Penal Code 832; the San Francisco Fire Code, Evidence Code of California, building codes regarding building construction types and the occupancies associated with various building types, fire and build codes regarding the functions of fire alarm and life safety systems, the National Fire Prevention Association (NFPA) 921 guide, Kirk's Fire Investigation reference book, City Fire Investigation Operations Guide, City Building Construction Manual, City Hazardous Materials Operating Guide, the High-Rise Manual, the Transit Manual, the Ventilation Manual and the Hose and Hose Appliances Manual; Parker's Evidence Code of California; Safe firearm practices; Search and seizure rights and the use of force during an investigation; Agencies who can be called in to assist with an investigation; Fire science and fire behavior; Computer software programs; Bureau computer tracking systems; The uses, capabilities, and limitations of fire investigation, fire suppression, and firefighting equipment; Methods for collecting, securing and maintaining physical evidence from a fire; First aid fire scene resources; Basic chemistry, ignition sequences and arson techniques as they related to investigating origin and cause of fire; Department organizational structure and chain of command; Department policies regarding staffing, time off, personal behavior and appearance protocol; Effective team building, change management, motivation techniques, and performance management; Effective and efficient time and resource allocation; Common, prevalent building violations; Uses, limitations, capabilities and operating characteristics of tools and equipment used in fire investigation; Hazardous materials.

Ability or Skill to: Accurately use firearms and use self-defense and arrest techniques; Operate basic office equipment including computer, peripherals, telephone; Determine origin and cause of fire; Direct and monitor subordinates, manage employee performance ; evaluate and counsel subordinates; Conduct and aid in the conduct of fire investigations; Maintain accurate records and efficiently review documents; Work effectively with others, develop strong interpersonal relationships with subordinates, peers and superiors; Train staff and facilitate professional development; Accurately document and secure physical evidence; Analyze information and reach sound conclusions; Communicate effectively, both orally and in writing; Write logical and accurate reports and correspondence, including creating documents on the computer; Effective allocate resources according to the needs of the situation; Develop and implement department policies and procedures; Foster and maintain effective public and community relations; Expeditiously dispose of civil or criminal cases.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Lieutenant, Fire Investigation**  
**Job Code: H024**

Experience:

Permanent status and successful completion of probationary period in class H-4 Inspector or H-6 Investigator.

Four years of experience as a firefighter.

Response to 100 fires (structure, vehicle, trash, grass, or wildland).

Successful completion of State Fire Marshal Courses Investigation 1A and 1B

License and Certification:

Valid PC832 Certification (classroom and range) or P.O.S.T Certification

Possession and maintenance of a valid California driver's license

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: H032 Captain

From: H004 Inspector or H006 Investigator

**ORIGINATION DATE:**

**AMENDED DATE:** 09/21/09; 01/18/12; 04/11/16; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Captain, Fire Suppression  
Job Code: H030**

**DEFINITION**

Under general direction from higher-ranking officers in the Department, the H030 Captain is a working supervisor who commands a firefighting company (encompassing all crew shifts) in the performance of emergency and non-emergency tasks. Emergency tasks include those associated with receipt of an alarm, arrival at the scene, size-up, search and rescue, fire extinguishing, ventilation, salvage, overhaul, and emergency medical care. In the absence of a senior officer, a captain directs and ensures the efficiency of multi-unit operations. Non-emergency tasks include those associated with developing and administering station policy, ensuring compliance with departmental policy, completing and maintaining unit records and reports, training, and community relations. A captain may also be required to perform other duties as assigned.

**DISTINGUISHING FEATURES**

An H030 Captain is distinguished from an H032 Captain in Fire Prevention and Investigation and an H033 Captain in Emergency Medical Services in that the latter do not supervise crews engaged in fire suppression work. An H030 Captain is distinguished from an H020 Lieutenant, Fire Suppression in that the H020 is not responsible for developing station policy. An H030 Captain is distinguished from an H040 Battalion Chief in that the latter oversees several stations in a battalion, has broader command authority at emergency incidents, and is assigned to investigations.

**SUPERVISION EXERCISED**

Direct supervision of a crew of firefighters.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. In preparing for tour of duty: Reads journal and other written communications to determine what activities were conducted on prior tours in order to determine if schedules and policies are being followed and/or if something needs to be discussed with others; Confers with off-going officer and crew to obtain information about previous tour; Monitors communication systems (radio, telephone, CAD) for information to determine status of emergency activities in the city; Notifies Battalion Chief in district if there is a personnel shortage and/or no shows; Checks projections for the day at beginning of tour and conducts roll call to determine that appropriate personnel are on duty; Communicates via Mobile Data Terminal (MDT) with the communications center when going out of service or there is a change in Basic Life Support (BLS)/Advanced Life Support (ALS) status; Verbally informs firefighters and lieutenants about changes in practices, policy, procedures, daily activities, or other information; Plans daily schedule of station duties in the firehouse; Delegates duties to other officers or firefighters when Captain will be out of the station; Assigns station watches such as cooking, cleaning, and building and equipment maintenance; Assigns positions on trucks and engines to firefighters; Notifies Battalion Chief of changes or shortages of personnel that occur during the day, and of any unusual circumstances that could affect the operations of the company; Monitors email and CAD in station throughout the watch/day; etc.

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2. In performing tasks from receipt of alarm to arrival at scene: Reads dispatch describing alarm in order to determine the nature of the alarm; Informs communications center via MDT, when unit is Apparatus Available On Radio (AOR), that unit is responding to the incident; Puts on Personal Protective Equipment (PPE) and officer's equipment (officer's belt, radio) in response to alarm; Observes firefighters, on receipt of alarm, to verify that they have donned protective clothing and seat-belted themselves into vehicle to prepare for departure; Confers with driver about route to be followed, so as to avoid delays that might be caused by obstructions such as traffic jams or construction, and taking into account routes to be taken by other equipment to avoid conflict with them; Listens to radio while responding to scene to learn of conditions on scene and to plan what positions and actions should be taken by his or her crew and apparatus; Announces to the crew (verbally or using visual signals) information relevant to the company's response so that the crew is better prepared to handle the incident, while en route to scene; Instructs firefighters of equipment needed upon arrival, while en route to scene; Plans actions and options while en route to incident so as to be ready to size up the situation and to take action on arrival; Reports to communications center via radio that unit is on the scene when first on scene, all other units report on scene via MDT; Attends to visual and olfactory cues while approaching emergency in order to prepare response to or action at scene; Instructs driver to position pumper so that there is access to the fire and/or to water supply, and so as not to interfere with later-arriving equipment; Instructs driver to position truck for use of hand and aerial ladders, paying special attention to overhead obstructions, such as power lines, in positioning the vehicle; Notifies communications center of problems encountered (e.g., accident or breakdown) on way to scene; Upon arrival at emergency incidents, gives initial radio report to the communications center. When second or third to arrive, coordinates with Incident Commander whether other leads are needed, where to enter, and/or whether to relieve; Receives and carries out orders from Incident Commander; Understands oral instructions or oral information from superiors, subordinates, and peers at emergency incidents; etc.
3. In performing tasks related to incident size-up, tactics and incident command: Sizes up fire by observing extent and location of smoke and flames, noting wind, type and contents of building or object that is on fire, and exposure potential of adjacent structures to determine additional support personnel and/or equipment needed at emergency site; Informs communications center of conditions of fire and need for additional resources; Asks questions, observes behavior of occupants, and evaluates characteristics of smoke, fire, and heat to determine probable seat of fire; Assesses conditions inside facility, such as condition of building, characteristics of smoke, heat, and fire, paths of extension, and means of egress, in order to ensure safety for companies working inside; Assesses heat, smoke, and flames to determine potential for fire to spread and whether a greater alarm is needed; Assesses scene to determine if the area is unsafe and if actions such as area evacuation, traffic re-routing, and crowd control procedures should be taken; Assesses the extent of the fire and emergency, and the resources available, to determine whether other agencies (e.g., SFPD, PG&E) are needed; Assesses time of day, wind conditions, crowd situation, and other such factors to determine degree of hazard and its potential extension; Evaluates conditions of fire scene to determine type of extinguisher (water, carbon dioxide, dry chemical) or extinguishing agent to use (foam); Instructs crew on how and where to enter fire scene; Instructs crew on what equipment to bring; Ensures driver has an adequate water supply, based on an evaluation of fire characteristics, type of building, and input available from witnesses or

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communications center; Directs driver regarding hydrant and hose connections to make; Directs crew where to lay and deploy hoses to extinguish fire or protect exposures; Instructs crew on amount, size, and placement of hoses needed; Directs crew to turn off utility shut-off valves, when necessary; Directs crew to charge hose when it is in the proper position; Directs crew regarding where to direct water and when to advance hoses to extinguish fire; Instructs crew on size of ladders needed, and where to position ladders; Directs crew on what to do after fire escape has been laddered; Directs driver and tiller operator on what actions to take after aerial is put up; Directs crew to assist others in their tasks such as putting up ladders, opening up walls, extinguishing fire, or pulling leads; Orders or checks for proper placement of company rig and equipment to ensure that they can address emergency; Questions citizens on scene about special circumstances (e.g., unusual color of smoke) to determine action to be taken; As Incident Commander, directs officers and crews on what actions they should take to address the situation; Informs Incident Commander when electricity and gas need to be turned off to maintain safety of fire scene; Exchanges information with other responding units and resources (e.g., SFPD, cliff rescue unit) in order to direct and coordinate the activities of the units; Receives information via radio from officers inside the building in order to direct activity of other responding companies and to assess safety conditions within the building; Communicates verbally with members of the fire unit to keep them informed of activities that might affect them next in the sequence of firefighting activities; Monitors physical condition of personnel (e.g., fatigue, steadiness) in order to determine if or when replacement personnel are needed; Offers support to subordinates and peers at the scene of emergency incidents; etc.

4. In performing tasks related to responding to hazardous material incidents: Determines the nature of a potential hazard from reading labels or consulting reference books; Refers to guidebook when dealing with unknown substance and/or potential hazardous material to determine next steps; Establishes isolation zones after evaluation of the scene and determining that there is a hazardous situation; Decides whether to actively handle materials at the scene or retreat; Orders evacuation of area surrounding material to prevent toxic exposure; Re-routes traffic around spill site to prevent toxic exposure to motorists; Establishes adequate crowd control to keep site clear and prevent toxic exposure; Orders pollution control unit/other resources to assist in containing hazard; Instructs crew and public regarding the safe distance to be from hazardous materials; Calls communications center for Hazardous Materials (HAZMAT) unit to respond with information and recommended procedure in dealing with hazardous materials; Instructs crew about what protective gear to wear at the scene of a hazardous materials spill; Directs containment of hazard by ordering sand, dirt, or other such material to be placed on or near hazard; etc.
5. In performing search and rescue activities: Evaluates conditions to determine if they are safe for firefighters to proceed with rescue (e.g., conditions of fire, tides and currents, if equipment needed is available, etc.); Evaluates nature of fire and degree of spread to determine if victims should be relocated to a safe area or evacuated; Determines priority in rescue of victims when multiple victims are involved; Gathers information from various sources at emergency scene (e.g., communications center or witnesses) regarding location of victims and special circumstances; Questions the company or building engineer in order to obtain information concerning the operation of the elevator and to make decisions on how to rescue trapped individuals; Communicates with trapped victims to calm and reassure them during emergency and hazardous situations until they can be rescued; Evaluates the

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conditions of victims and determines the type of help needed; Communicates via radio with other officers or units on scene in order to coordinate efforts to rescue victims; Requests through Incident Commander additional assistance of special units; Directs firefighters in how to rescue victims, what equipment to use, and where to use the equipment; Directs firefighters on how to affect a forced entry, what equipment to use, and where to use the equipment; Assists firefighters in carrying out rescue activities; etc.

6. In performing ventilation, salvage, and overhaul activities: Confers with Incident Commander regarding proposed ventilation tactics; Evaluates condition and type of roof to determine whether roof is safe to support the weight of the firefighters and their equipment; Evaluates conditions of fire, smoke, heat, wind, etc., and type of dwelling, to determine where, when, and how building should be ventilated to retard the spread of fire and to avoid back-draft; Directs crew to ladder building (truck, aerial) to gain access to upper floors and roof for purposes of ventilation; Directs crew which specific tools and equipment to use and where to ventilate; Directs crew to place fans in order to ventilate a structure; Directs crew to shut off sprinkler system to prevent excessive damage to property; Directs crew where to open walls, pull ceilings, and other such actions to check for fire extension; Directs crew to pull down ceilings or to open walls to facilitate inspection to locate remaining fire or hot spots; Directs crew to remove furniture, appliances, material, etc., to outside to eliminate possibility of rekindle; Visually inspects premises closely to determine if fire has been extinguished and that it will not rekindle; Directs crew to replace sprinkler heads in order to ensure that sprinkler system functions properly; etc.
7. In performing first aid-related activities: Responds to a wide variety of first aid incidents including stabbings, shootings, seizures, etc.; Carries out first aid at emergency situations including resuscitation and CPR; Carries out the appropriate safety precautions at first aid incidents in order to prevent exposure to body fluids and infectious diseases; Observes that firefighters are wearing appropriate protective equipment when administering first aid; Ensures that proper medical equipment is brought to site of medical emergency; Gathers information as to the condition of a first aid victim in order to provide as much information as possible for the use of paramedics; Analyzes first aid scene to determine what safety procedures need to be implemented to protect the fire crew; Reports condition of victim to communications center so that they can inform ambulance crew of nature and urgency of situation; Administers first responder treatment such as neck braces, oxygen, and Cardio Pulmonary Resuscitation (CPR) in order to help victim until paramedics arrive; Coordinates activities with police and ambulance personnel at first aid scene; Questions victim and/or bystanders to gather information to determine nature and extent of medical emergency and treatment needed (e.g., level of consciousness, current medical history); Provides to paramedics additional information that has been obtained by questioning others; Removes relatives of sick and injured persons to the periphery of a scene/area of safety without upsetting them unnecessarily; Calls and follows up with department doctor, when a contagious disease was suspected at scene of emergency, to ensure that all required paperwork and documentation is complete and crew and others are safe; Attends all medical related classes as ordered by the Department; Uses defibrillator in emergency medical situations; etc.
8. In performing tasks related to conducting investigations into cause of fire: Looks for unusual circumstances at scene to identify possible cause of fire; Looks for signs of arson in order to notify arson squad to conduct an investigation; Preserves suspicious area, and preserves evidence for use by arson squad; Directs crew on who can and cannot enter the building to

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ensure safety of crew and preservation of evidence; Informs the Incident Commander about suspicious aspects of fire, such as if there was an unusual odor, more than one fire in different areas, or broken doors; etc.

9. In performing inspection-related activities: Looks for fire hazards, checks tags on fire extinguishers and alarm systems, and determines during inspections if there is a fire code violation; Writes corrective actions for violations of the fire code; Informs other agencies of apparent violations of building code, housing code, or health code; Issues verbal warning to owner or manager if there is a violation of code or if other dangerous situations exist; Takes immediate action to correct hazards that are discovered during building inspections; Reports obvious hazards, such as flammable rubbish or locked doors, to owners of buildings and to Battalion Chief and/or Bureau of Fire Prevention (BFP); Reports apparent violations of fire safety code to BFP for action; Inspects buildings to see if the corrective action previously noted has been corrected; Notifies proper agencies to correct problems with hydrants discovered during inspections; Physically inspects first-alarm area for location of hydrants; Inspects BART/Muni facilities and piers to ensure that areas are un-obstructed, free of hazards, and equipment is available to facilitate emergency response; Conducts target hazard inspection with crew in order to familiarize self and crew with facility in the event of an emergency; Directs crew regarding what to check for and to observe during an inspection so that they will be prepared if there is an emergency at the site; Reviews pre-fire plans and access maps for properties to prepare for company operations in the event of greater alarm fires or natural disasters; Familiarizes self with building or transit systems (e.g., building layout, type of occupancy, and structural information) during inspection, so that in an emergency will be able to respond appropriately; Observes fire drills at schools and determines the amount of time taken to evacuate the school building, in order to ensure that evacuations can be carried out in a safe and timely manner; During school inspections, inspects the school building (e.g., exits and fire extinguishers) to ensure that it complies with the fire code; etc.
10. In performing activities related to determining and enforcing fire house policy: Writes house policy delegating specific duties to other officers, with the approval of the Battalion Chief; Submits written policies that he or she has formulated to Battalion Chief for approval; Enforces the house policy for activities such as station watch, details, trades, cooking, use of facilities, etc.; Enforces the house policy for implementing new or modified general orders or changes in SFFD rules and regulations; Writes house policy for special situations that are not covered in SFFD rules and regulations with the approval of the Battalion Chief; Answers questions orally to clarify or provide an interpretation regarding SFFD and house policies; Assigns special cleaning and equipment maintenance duties in preparation for the Assistant Chief's Tri-Annual inspection; etc.
11. In performing activities related to monitoring, evaluating, and counseling subordinates: Observes firefighters to ensure that they comply with daily schedules; Provides verbal information to clarify SFFD policy and procedures; Helps firefighters overcome difficulties or deficiencies with regard to their work; Offers support to subordinates and peers during training and at the scene of emergency incidents; Assesses the performance of subordinates and completes their performance appraisal ratings; Determines whether the performance of subordinates warrants citation for merit or disciplinary action; Provides feedback to crew in firefighting incidents in order to improve firefighter performance; Counsels subordinates when there is a performance standards or personnel problem; Reconciles

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problems between firefighters, between firefighters and officers, and between firefighters and self; Monitors the behavior of subordinates for incidences of harassing or discriminatory behavior (e.g., racism, sexism) so that the behavior can be deterred; Counsels subordinates about incidents of discriminatory behavior in order to ensure that they do not happen in the future; Maintains an awareness of, and sensitivity to, work behaviors that are not appropriate for a male/female work environment; Notifies the Battalion Chief of potential discriminatory behavior in the station; Refers interpersonal problems such as racial conflicts to the Battalion Chief and/or the Department of Human Resources (DHR); Refers unresolved grievances, such as daily assignments or interpersonal conflict between firefighters and officers, to Battalion Chief; Documents a formal counseling session with firefighter to indicate what issue was discussed and actions taken or recommended; Monitors behaviors of firefighters for signs to identify personal problems (stress, substance abuse) that may interfere with performing the job; Informs firefighter of agencies such as the Critical Incident Stress Debriefing (CSID) and Employee Assistance Program (EAP), that deal with stress-related problems when assistance is needed; Takes appropriate action(s), in accordance with the Managing Employee Performance (MEP) manual, such as taking trades away, assigning night watch or details without credit, or filing formal charges; Visually inspects crew for appropriate attire to determine compliance with department regulations; Conducts drills with firefighters to assess their performance, to provide feedback, and to observe their progress; Works with a probationary firefighter in order to observe and assist performance of probationary firefighter; Questions probationary firefighter on informal and irregular basis to determine if probationary firefighter is keeping up with required reading; Monitors performance of probationary firefighters assigned to him or her; Conducts evaluations of probationary firefighters; etc.

12. In performing activities related to information gathering, report writing, and record keeping: Completes reports on probationary firefighters' performance; Reads posted information on board in order to make decisions about personnel and equipment needs for the tour; Reads general orders and email messages to learn about changes in practice, policy, procedure, or other information; Checks via PeopleSoft and Human Resources Management System (HRMS) to understand and determine personnel needs for tour; Ensures that time roll in PeopleSoft is correct and submits to Battalion Chief for approval; Maintains daily company watch and detail chart to identify personnel assignments; Records and maintains records for inventory regarding lost, damaged, or stolen equipment; Maintains station files using the standardized SFFD filing system; Verifies that departmental forms are completed properly; Writes information on board so that the next officer knows about the station's personnel and equipment needs; Keeps records of apparatus and equipment service, repairs, and exchanges; Records and maintains records for equipment, fuel, and supplies used in order to determine when materials need to be ordered; Makes journal entries to record maintenance performed by an outside agency (e.g., Public Works); Records daily record of company operations to indicate emergency runs, training drills, inspections made, and other activities in journal; Writes in fire journal to indicate location of fire, time, incident number, who responded, what equipment used, and how extinguished; Sets up the year's journal to indicate schedules and activities that need to be carried out; Interviews witnesses and gathers on-site information needed to complete own accident reports; Completes National Fire Incident Reporting System (NFIRS) forms with required information such as what happened, where did it occur, what equipment was used, and who was involved; Completes NFIRS forms to

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include such information as materials involved, source of ignition, degree of damage, etc., according to the code supplied by the state fire marshal and fire insurance companies; Utilizes standardized forms, personnel injury reports, equipment reports, fire prevention reports, etc., to record information; Prepares and updates Emergency Duty Recall Roster; Prepares reports to document Equal Employment Opportunity (EEO) complaints; Documents violations of written policies according to MEP policies and procedures; Prepares reports on unusual occurrences; Completes reports detailing the facts of discriminatory behavior within the company according to MEP guidelines and/or EEO policies and procedures; Completes Post-Fire Analysis (major incident report) after a greater alarm by writing descriptions of the fire and actions taken at the scene.

13. In performing activities related to ensuring compliance with Departmental policy: Interprets and explains administrative directives to firefighters and lieutenants; Meets with the Battalion Chief to exchange information regarding the activities of the company; Meets with the Battalion Chief to obtain an explanation of any new policies that affect the company, etc.
14. In performing activities related to training: Reviews the drill manual to determine the proper method of conducting training drills; Demonstrates equipment and procedures during drills in order to provide training for firefighters; Trains firefighters in proper inspection procedures for tools, equipment, and/or apparatus; Participates as a member of a team in training drills; Demonstrates to subordinates how work tasks should be done; Shares his or her firefighting experience with subordinates and peers; During training drills, explains to the crew the importance of the information to be covered in order to motivate them; Asks subordinates questions during training drills to ensure that they understand; Trains firefighters concerning the policies and procedures of the firefighting unit; Reads SFFD publications and other written materials for new fire prevention and suppression techniques; Reads equipment maintenance manuals and operating instructions to maintain proficiency and to instruct firefighters; Schedules and sets up special drills for house when there are new pieces of equipment, specialized equipment, or for cross-training; Counsels probationary firefighters on informal and formal operations in station house and department; Develops drills and evaluation procedures for drills designed for probationary firefighters; Gives one-on-one and group drills to probationary firefighters to improve their job knowledge and work skills; Gives reading assignments to probationary firefighters to ensure that they improve their job knowledge; Gives quizzes to probationary firefighters in order to determine their level of knowledge and work proficiency; Supervises the training of probationary firefighters by other firefighters, as necessary; Offers support to subordinates and peers during training; etc.
15. In performing activities related to community relations: Inform members of fire unit about visitors to the house so that everyone is aware of the presence of others; Provides ladder service/entry to police when wellness checks have been called in; etc.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; the Department's rules, regulations, policies, procedures, and practices; training principles and bulletins; Department manuals; the general principles of fire science; the uses, capabilities, and limitations of firefighting equipment; fire investigation and fire safety inspection procedures; and fire and building codes related to fire suppression systems.

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Ability or Skill to: supervise effectively at fire and other emergency situations; perform search and rescue; effectively administer first aid; conduct investigations and inspections expeditiously; write and enforce station policy; train, monitor, evaluate, and counsel firefighters; gather information, write reports, and maintain records; ensure compliance with Department policy; effectively relate to the community; and effectively work with subordinates, peers, and superiors.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

Permanent status and successful completion of probationary period in class H020 Lieutenant.

License and Certification:

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: H040 Battalion Chief

From: H020 Lieutenant

**ORIGINATION DATE:**

**AMENDED DATE:** 02/04/11; 04/11/16; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

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**Title: Captain, Fire Prevention or Fire Investigation  
Job Code: H032**

**DEFINITION**

Under general direction from the Fire Marshal (H051), the H032 Captain is responsible for the activities of a bureau or major organizational section within the Division of Fire Prevention and Investigation. Incumbents supervise the staff of a bureau or major section; make assignments of work; review and make recommendations regarding reports of inspectors, officers, and investigators; supervise the training of new personnel; prepare annual budgets; draft unit policy; and perform other related duties as required.

**DISTINGUISHING FEATURES**

The H032 Captain is the upper-management level in the Division of Fire Prevention and Investigation class series. It reports to the H051 Fire Marshal. It is distinguished from the H051 Fire Marshal in that it is responsible for a bureau or major organizational section of the Division, whereas the H051 is responsible for the entire Division.

**SUPERVISION EXERCISED**

Direct supervision of the staff of a bureau or major section.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. (BFP only) In directing and monitoring (i.e., supervising) subordinates: reviews unit's work load (or work orders) to determine the amount and priority of work that must be completed by the unit; ensures that assignments given to subordinates match their skill levels; interviews candidates for positions within the Bureau in order to determine the candidates' qualifications; trains H022 Lieutenants and H004 Inspectors to ensure that they are interpreting relevant codes properly; assigns activities to subordinates based on strengths of the subordinate and the requirements of the activity; etc.
2. (BFP only) In performing fire suppression duties: performs greater alarm inspections to determine if the building is in compliance with relevant codes; responds to greater alarm fire to provide support to the Incident Commander and evaluate the functioning of fire protection systems required by code; responds to fire and other life-safety incidents to provide assistance to the Incident Commander and evaluate the functioning of fire protection systems; etc.
3. (BFP only) In counseling and evaluating subordinates: investigates and documents allegations against subordinate employees of his/her unit, as directed by a superior officer, by collecting and examining physical evidence and interviewing witnesses, complainants, and other inspectors; discusses performance and behavioral issues individually with subordinates in an attempt to resolve them in an informal manner; carries out specific steps in the employee disciplinary processes according to procedures set forth in the SFFD rules, regulations, and procedures (uniformed personnel) or the Civil Service Rules (civilian personnel); evaluates the work of subordinates based on the appropriate codes to ensure that codes are interpreted correctly; recommends disciplinary action for subordinates when necessary to correct work behavior; etc.

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4. In performing activities related to training and professional development: determines the training needs of unit staff; arranges for the staff to get the necessary training (i.e., contacts the appropriate training agency); identifies areas in which staff need specialized training; prepares training classes for Department personnel; trains Department members with regard to fire prevention and/or investigation; (BFP only) trains newly appointed fire inspectors in the procedures of the Prevention Bureau and in the interpretation of the various codes; etc.
5. In performing record-keeping and document review activities: prepares policies and procedures to be followed by unit personnel; prepares general reports for the Fire Marshal; reviews and prioritizes contents of in-basket to ensure that all work is completed or filed by specified or reasonable deadlines; (BFP only) reviews permit applications and forwards them to Headquarters; (BFP only) reviews Notice of Violation forms from inspectors to ensure that they have been completed correctly; (BFP only) logs building/construction plans into the computer by contractor or tenant number; (BFP only) reviews hazardous materials handling and storage plans of airlines; reviews and evaluates letters prepared for Fire Marshal review; etc.
6. (BFP only) In performing activities related to report writing and correspondence: completes accident/injury forms to comply with City and state regulations governing employees who are injured on the job; completes Department personnel forms (e.g., payroll, reassignment, vacation) for employees within the unit; uses the computer to draft letters to persons who have complained about a fire safety problem, detailing results and outcomes of investigations or actions to be taken, for review by a superior officer; uses the computer to draft letters to Bureau of Building Inspection regarding code issues, for review by a superior officer; uses the computer to draft letters for superior officer's signature in response to requests for code variance; completes EEO and counseling reports to document problem situations and actions taken; writes letters outlining where architectural plans fail to comply with Uniform Building Code requirements, as well as other applicable codes, asking architect to revise and resubmit; completes report on fees collected by the Department for the citation program; etc.
7. (BFP only) In performing activities related to community relations and interacting with the public: serves as liaison between the Department and the Port Authority of San Francisco; gives fire prevention talks to airport tenant groups; reviews and evaluates equivalency proposals for Department of Building Inspection Board of Examiners meetings; attends pre-application construction meetings to provide input regarding code requirements; researches code requirements for pre-application meetings to provide information regarding relevant codes; reviews plans to determine if they comply with relevant codes; attends Airport Commission meeting as required to provide input on applicable codes and regulations; serves as the Department's official representative at meetings with business and government representatives; attends pre-construction and equivalency meetings to discuss code requirements; etc.
8. (BFP only) In aiding and conducting inspections: conducts inspections of all State Fire Marshal regulated occupancies (AEIR) for compliance with the Uniform Fire Codes and San Francisco Amendments regarding construction adequacy and life safety features; conducts inspections of buildings and/or establishments by special request of Chief, inspector, building owners, building managers, construction contractors, licensing or permit boards, or other City departments to ensure compliance with life safety code requirements or to expedite

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inspection processes; assists inspectors in conducting inspections when they have questions concerning codes, permits, or other fire prevention activities; keeps inspection appointments of absent subordinates; researches requirements of and applies Fire codes, San Francisco Building Code, NFPA guidelines, state codes, and/or housing codes in the process of conducting inspections or writing reports; conducts inspections or reviews proposals that modify approved plans to determine conformance with applicable fire and building codes; witnesses tests made by contractors of the life safety systems in high-rise buildings in order to ensure that they are functioning properly; conducts visual inspection of the setup for shooting fireworks at a public event; performs Accelerated Code Enforcement (ACE) inspections; inspects airport buildings and facilities for compliance with applicable codes; inspects sites to be used by VIPs to ensure compliance with applicable codes; inspects the sites of special events to ensure compliance with site plan; etc.

9. (BFP only) In performing activities related to code development and enforcement: monitors and/or supervises the placement of explosives stored on Port property; evaluates equivalency proposals to determine if they comply with relevant codes and regulations; maintains consistency in the interpretation of applicable codes; makes recommendations regarding equivalencies based upon applicable codes or regulations; reviews equivalency proposals and makes recommendations regarding whether they should be approved; etc.
10. (BFP only) In performing activities related to the development and management of special projects and special events: develops budget related to projected costs, equipment, and training needs for implementation of special projects (e.g., liens, yearly fire inspections project, and fee schedules citation program); confers with City Attorneys to obtain information about possible legal implications of implementing a special project; determines who or what entities will participate in or become subject to a new or special project; assigns staff or outside agencies to work on a special project or policy as needed in order to ensure that it is implemented properly; writes procedures manuals when new programs are being developed for use by staff or outside agencies working on a special project; prepares plans for large events (e.g., opening day at Candlestick Park) by determining how many inspectors should be assigned and what their specific duties should be (e.g., looking for potential fire hazards); coordinates firefighting duties with the US Secret Service; etc.
11. (BFP only) In handling management and labor issues: recommends changes to policies to ensure compliance with labor agreements; responds to employee requests that are inconsistent with labor contract to inform the employee why the request cannot be granted; prepares reports regarding possible EEO violations to document incidents and provide a basis for appropriate action; prepares reports regarding possible serious rule violations to document incidents and provide a basis for appropriate action; counsels subordinates regarding Department rules and regulations to ensure compliance; refers members to Employee Assistance Programs to assist them with personal problems; etc.
12. In preparing budgets and managing revenues: identifies the equipment that will be needed by the unit; projects the cost for the training that is needed by members of the unit; presents the budget document to the Fire Marshal for review and adjustments; discusses justification of the budget with the Fire Marshal; evaluates services and cost of providing specific services; evaluates personnel assignments and costs; evaluates monthly inspection reports to determine whether fee schedule is appropriate; forwards fees collected and monthly report to Accounting Division; etc.

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13. In working with others: joins with subordinates to do his or her share of the work at a fire or emergency incident; participates as a member of a team at a fire or emergency incident; actively (enthusiastically) attempts to carry out his or her work assignments; attempts to carry out his or her work assignments completely (not half-heartedly); does all that is possible to complete a work assignment (not the minimum possible); attempts to overcome obstacles or problems that may occur while carrying out an assignment; attempts to judge superiors, subordinates, and peers on the basis of their performance, not perceptions (e.g., rumor or prejudgments); communicates (gives information) effectively with superiors, subordinates, and peers from different cultures and backgrounds; effectively communicates his or her understanding of information provided orally by superiors, subordinates, peers, and citizens; attempts to contribute to a pleasant atmosphere within the work unit; takes the initiative to get tasks done at an emergency incident or during training; interacts with persons from different backgrounds, cultures, and lifestyles without letting it upset him or her; asks subordinates questions during training to ensure that they understand; attempts to improve himself or herself to perform the job better; removes persons to the periphery of a scene without upsetting them unnecessarily; etc.
14. (BFI only) In performing activities related to managing/supervising fire investigations (at fire scenes) and follow-up investigations to determine the origin and cause of fire: responds to fire scenes or incidents as mandated by Department policy (fires involving third or greater alarms, fire scenes involving serious injury to Fire Department personnel, or incidents involving terrorist acts) to monitor or supervise the investigation; determines whether there are enough investigators and other resources at the fire scene to handle the investigation; calls for additional investigators to report to incidents when warranted by the investigation; discusses with Incident Commander at a scene what happened to obtain preliminary information; tells the Incident Commander what the Bureau of Fire Investigation personnel will need to do at the scene; tells the Incident Commander what assistance the investigators will need from fire personnel at the scene; etc.
15. (BFI only) In conducting, monitoring, or supervising follow-up investigations: ensures that the necessary procedures regarding the follow-up investigation are initiated in a timely manner (e.g., contacting contractor, security guard, private investigators, etc.); ensures that there is a follow-up on all investigative leads; provides verbal updates of the investigation to the Fire Marshal; ensures that the necessary reports are completed before the investigators are released to go home; etc.
16. (BFI only) In maintaining custody of records: answers questions from subordinates regarding how to handle subpoenas; evaluates the subject matter of subpoenas to determine proper disposition; ensures that subpoenas are served properly and in a timely manner; etc.
17. (BFI only) In directing the SFFD Vehicle Program: develops Department policy regarding tracking of vehicle arson fires; meets with outside agencies (e.g., insurance agencies and the Police Department) to evaluate the effectiveness of policies developed in conjunction with the Department's Vehicle Program; receives briefings from investigators regarding resources (e.g., equipment) they need to accomplish their work; sets up procedures for getting access to data regarding vehicle arsons from agencies outside the Department (e.g., National Insurance Code Bureau); etc.
18. (BFI only) In developing and participating in the Child and Juvenile Fire Setting Program (CJFSP): develops Department policy regarding Incident Commander's responsibilities at

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the scene of a fire set by a child; attends meetings with personnel from other agencies (e.g., Child Crisis Center, Child Welfare, Unified School District, District Attorney's Office, Police Department, Probation Office, Mental Health Department) to provide Fire Department's input regarding the CJFSP; at CJFSP meetings, explains the needs and responsibilities of the Fire Department; determines whether a child involved in arson should be arrested and turned over to the Child Crisis Center as 5150 (i.e., a danger to self and others); meets with parents of children who have set a fire to discuss the steps that must be taken (e.g., participation in the CJFSP); obtains feedback from social service agencies on whether a child is participating in the CJFSP; reviews documentation of the arrests of children accused of setting fires to ensure that it is complete; etc.

19. (BFI only) In meeting with persons or groups in the community regarding crimes of arson: provides explanations to community members regarding actions the Fire Department is taking to address specific arson crimes; and assigns subordinates to meet with persons in the community regarding issues related to arson.
20. (BFI only) In acting as liaison between the Bureau of Fire Investigation and outside agencies: provides assistance to outside agencies with regard to arson investigations; determines whether requests from other agencies for assistance in arson cases are legitimate; and assigns subordinates to Fire Investigation tasks (e.g., interviewing a witness) to assist other agencies with a case.
21. (BFI only) In maintaining adequate daily staffing: reassigns personnel from the field unit to work on specific cases as necessary; ensures that the field unit is properly staffed; evaluates the strength and weaknesses of investigators and assigns them accordingly (e.g., tries not to assign two inexperienced investigators to work together); etc.
22. (BFI only) In performing activities related to testifying in court: testifies in court in matters related to fire investigation; determines his or her level of knowledge about the case through discussions with the district attorney; in civil cases, reviews documents relevant to the case to determine why testimony from a member of the Department is being requested; etc.
23. (BFI only) In conducting interviews and interrogations: determines whether an individual should be interviewed immediately upon arrest or at a later time; attempts to establish rapport with the person being interviewed to obtain the relevant information; asks questions designed to establish the facts in a case; ensures that the interview is properly documented; etc.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; the Department's rules, regulations, policies, procedures, bulletins, and training bulletins; relevant Civil Service rules and regulations; Department manuals related to fire investigation, fire prevention, fire suppression, and firefighting; codes, standards, and ordinances related to fire prevention and fire investigation, including Penal Code 832, Concepts III; the Guide for Fire and Explosion Investigation (NFPA 921); Parker's Evidence Code of California; safe firearm practices; agencies who can be called in to assist with an investigation; fire science and fire behavior; computer software programs; Bureau computer tracking systems; and the uses, capabilities, and limitations of fire investigation, fire prevention, fire suppression, and firefighting equipment.

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Ability or Skill to:

- BFP positions: develop and enforce code; direct and monitor subordinates; write logical and accurate reports and correspondence, including creating documents on the computer; work effectively with others; conduct and aid in the conduct of inspections; maintain accurate records and efficiently review documents; foster and maintain effective public and community relations; develop and manage special projects and events; train and develop self and others; counsel and evaluate subordinates; prepare budgets and manage revenues; perform fire suppression duties and interact with the Bureau of Fire Investigation; and handle management and labor issues.
- BFI positions: manage and supervise fire investigations (at fire scenes) and follow-up investigations to determine the origin and cause of fire; work effectively with others; ensure proper training and development for unit personnel; conduct, monitor, or supervise follow-up investigations; prepare the annual budget; maintain secure custody of records; direct the SFFD Vehicle Program; develop and participate in the Child and Juvenile Fire Setting Program (CJFSP); maintain adequate daily staffing; meet with persons or groups in the community regarding crimes of arson; act as liaison between the Bureau of Fire Investigation and outside agencies; testify in court; conduct interviews and interrogations; efficiently review and/or prepare reports. Skill in: accurate use of firearms, and use of self-defense and arrest techniques.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

Permanent status and successful completion of probationary period in class H022 or H024 Lieutenant.

BFI also requires:

Four years' experience as a firefighter.

Response to 100 fires (structure, vehicle, trash, grass, or wildland).

Successful completion of State Fire Marshal Courses Investigation 1A and 1B

Successful completion of Department of Justice Fingerprint Search.

Successful completion of background felony check.

Successful completion of psychological examination.

Successful completion of polygraph examination.

License and Certification:

BFI only: Valid PC832 Certification (classroom and range) or P.O.S.T Certification

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Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: H051 Fire Marshall [PEX]

From: H-22 Lieutenant Fire Prevention or H-24 Lieutenant Fire Investigation

**ORIGINATION DATE:**

**AMENDED DATE:** 11/01/1982; 09/21/09; 04/11/16; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

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**Title: Captain, Emergency Medical Services  
Job Code: H033**

**DEFINITION**

Under general direction from higher-ranking officers in the Department, the H033 Captain directs and supervises the activities of Fire Rescue Paramedic and Firefighter Paramedic staff, and other auxiliary personnel in an assigned area, including field operations, communications, training, research, professional education, community education/public information, and continuous quality improvements; may perform duties with specific clinical emphasis including monitoring and assessing the clinical performance of paramedic staff; may research and participate in education, counseling, and quality assurance activities; investigates critical incidents and unusual occurrences; coordinates activities with fire officers and chiefs at scenes of medical rescue, fire emergencies, and disasters; participates in special projects as assigned; performs other related duties as required.

**DISTINGUISHING FEATURES**

The Fire/Paramedic Captain is the mid-management level in the Emergency Medical Services (EMS) class series. It reports to the respective Section Chief of the EMS. It is distinguished from the Section Chief by its responsibility for supervising the daily activities of a designated unit in the EMS Division through subordinate Fire Rescue Paramedic, Firefighter/Paramedic, and other auxiliary staff.

**SUPERVISION EXERCISED**

This position supervises subordinate Fire Rescue Paramedic/Firefighter Paramedic and other auxiliary personnel in an assigned unit.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Responds to selected Life-Threatening Code 3 calls, ALS Upgrade calls, shootings, critical pediatric calls, greater alarm fires, rescue calls, HazMat calls, multiple patient incidents, Multi-Casualty Incidents (MCI) and high-profile incidents as dispatched by the Division of Emergency Communications. Responds to a variety of calls, at the request of Medic units, BLS Rescue Ambulances, and officers that may adversely affect patient care or that present potential liability concerns. Determines whether to respond to other, non-mandatory, EMS calls. Determines whether to respond to a single-patient call that would involve a long response outside of the assigned district. Receives patient updates from the first-arriving units while en route to emergency calls or on-scene to determine the nature of the situation, and what, if any, actions need to be taken. Determines, based upon patient updates received from the first-arriving units at the scene of an incident, whether to continue on to the call or go back in service. Determines the medical treatment required at an emergency incident based upon verbal reports from personnel at the scene. Drives Department vehicle to the scene of emergency incidents to respond as quickly as possible to the scene. Uses portable data terminal to monitor the location of paramedic units. Ensures scene safety for the administration of medical care to protect emergency personnel at the scene of incidents. Ensures that field staff follow EMSA protocols at HazMat incidents (e.g., gathering information, taking specified precautions/actions, following decontamination procedures,

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providing patient care and transport, etc.) to ensure that the incident is handled correctly. Calms distraught persons at emergency incidents and offers appropriate support to civilians at emergency incident who are in grief. Removes persons to the periphery of a scene without upsetting them unnecessarily.

2. Directly supervises operational performance of paramedics to ensure that their performance meets relevant standards. Provides clinical/operational supervision to Department personnel on EMS calls from the time units are dispatched until the time units go back in service. Provides clinical evaluation and supervision for H003 L2 transport ambulances, to offer continuing support and feedback to new H003 L2 ALS assistants. Provides clinical evaluation and supervision for Medic units with paramedic interns, to observe and offer feedback to both preceptors and interns. Provides clinical evaluation and supervision for Medic units staffed with new H003 Firefighter/Paramedics, to evaluate and document performance of new EMS personnel. Provides advanced clinical skills and procedures during complex medical and traumatic emergencies. Provides operational and administrative support to field personnel, as directed by EMS Agency policies. Directly supervises clinical performance of paramedics to ensure that their performance meets relevant standards. Supervises employee health and welfare during extended fire/rescue operations. Supervises activities of paramedic crews in the field to ensure proper delivery of care. Participates as a member of a team at an emergency incident. Observes, supervises, or performs patient assessment primary survey to identify and immediately correct life-threatening problems at emergency scenes (e.g., scene size-up/global assessment, general impressions, airway/breathing/circulation considerations, levels of consciousness/disabilities, expose/examine/evaluate in trauma cases, etc.). Observes, supervise, or performs patient assessment secondary survey (systematic, complaint-focused examination) at emergency scenes (e.g., routine medical care, patient history, physical examinations for DCAP-BTLS, etc.).
3. Completes performance evaluations on paramedics to ensure that an accurate record is kept of their job performance. Provides remediation and coaching/counseling, as appropriate, following an incident involving a subordinate. Documents clinical performance of paramedics on an ongoing basis as a part of the annual performance evaluation process. Interprets policies, codes, rules, and regulations (e.g., state regulations, CCSF EMSA regulations, SFFD General Orders, SFFD Training Bulletins, etc.) to determine whether subordinates are following correct procedures. Applies policies, codes, rules, and regulations (e.g., state regulations, SF County EMSA regulations, SFFD General Orders, SFFD Training Bulletins, etc.) to specific situations to ensure proper compliance. Prepares clinical evaluations of paramedics to ensure that they provide appropriate medical care in accordance with Department standards. Meets with subordinates to discuss their performance appraisals to provide them feedback regarding job performance. Recommends disciplinary action for subordinates when necessary to correct work behavior. Evaluates employee's work performance for the purpose of completing performance appraisals by reviewing written reports and other documents submitted by employee, and observing the employee's performance in the field. Discusses performance and behavioral issues individually with subordinates in an attempt to resolve them in an informal manner. Counsels subordinates regarding work-related and non-work related problems or concerns to help resolve problems that impede work performance. Carries out specific steps in the employee disciplinary pro-

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cesses according to procedures set forth in the SFFD Rules, Regulations, and Procedures (uniformed personnel) or Civil Service Rules (civilian personnel). Listens to radio calls handled by Division of Emergency Communications personnel to ensure compliance with Department policies and procedures. Monitors radio frequencies to evaluate the performance of subordinates with regard to answering calls. Listens to calls handled by subordinates to ensure that subordinates demonstrate proper telephone etiquette. Listens to radio communications with field units to determine whether proper response time was accomplished. Listens to radio communications with field units to ensure calls are triaged properly. Observes employees for signs of stress to ensure that they get proper assistance. Questions employees to determine if they need assistance in coping with their work. Refers employees who need help with personal problems to other City units (e.g., EAP or Stress Unit). Explains performance expectations to subordinates to ensure that their work meets Department standards. Determines whether employees have violated Department policy and what actions need to be taken. Set up evaluation programs for newly-hired paramedics in training. Identifies issues to subordinates and peers that he or she finds offensive, without being offensive toward those subordinates and peers. Overcomes and solves differences between subordinates without creating conflicts.

4. Provides clinical training and/or remediation on EMS issues, as required, to firefighters and paramedics. Assists as an instructor with the EMS In-Service Training Section or EMS Academy. Distributes Training Bulletins and post-tests as required, to ensure that subordinates have the appropriate information. Attends training classes (e.g., EMS, management, etc.) required for Department officers and/or Paramedic Captains. Answers questions from paramedics with regard to delivery of medical care to ensure that they have the necessary information. Presents instruction in training classes, as part of subordinates' training. Conducts demonstrations during training classes for subordinates. Prepares lesson plans for use in conducting training for subordinates. Prepares evaluations (e.g., tests, manipulative exercises) to assess trainees as part of their training. Conducts one-on-one training with paramedics on subjects such as new Department policies and procedures. Provides feedback to subordinates during training drills to ensure that they understand what to do. Sets up clinical labs for use by trainees as part of their training. Helps subordinates overcome difficulties and/or deficiencies with regard to their work. Offers support to subordinates and peers during training and at the scene of emergency incidents. Demonstrates to subordinates how work tasks should be done. Shares his or her work experience with subordinates and peers. Ensures that her or she understands information provided orally by superiors, subordinates, and peers at emergency incidents. Allows peers to take a leadership role to accomplish work tasks when it is appropriate. Asks subordinates questions during training to ensure that they understand.
5. Attends Paramedic Captains meeting with EMS Operations Chief, Medical Director, and/or staff to provide input on daily activities and to receive relevant information. Attends Division Chiefs' meeting to discuss and provide information on emergency medical service operations. Provides updates to Division Chiefs regarding planned activities. Relays information and feedback from Division Chiefs to the EMS Division. Visits Medic and Rescue Ambulance stations in assigned district to confer with Firefighter/EMTs, Paramedics, and Company Officers regarding the delivery of medical care. Visits Emergency Departments in assigned district to confer with Emergency Department Physicians and Receiving Hospital

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Liaison RNs to ensure proper delivery of pre-hospital patient care. Responds to questions from hospital personnel after an emergency incident to ensure that they are given appropriate information regarding the incident. Meets with the off-going Rescue Captain to review the change-of-watch report in order to prepare for his or her shift. Discusses with the off-going Rescue Captain unusual occurrences during the prior shift to determine what actions need to be taken. Discusses with the off-going Rescue Captain the status of Communication Center operations to determine what actions need to be taken. Conducts change-over meeting with the off-going officers to determine the status of Division of Emergency Communications operations.

6. Directly supervises administrative performance of paramedics to ensure that their performance meets relevant standards. Maintains accurate company records to ensure proper documentation of activities. (e.g., clinical contacts, administrative duties, etc.). Makes journal entries regarding all matters related to the administration of companies and units to ensure that proper documentation is maintained. Reviews journal and log entries made during previous watch to determine what will need to be done during his or her shift. Maintains a log of his or her activities in preparation for completing reports. Retrieves reports via computer on the status of the radio, phone, and computer-aided dispatch system.
7. Completes reports on assigned investigations to maintain necessary documentation. Completes action plans related to assigned investigations to ensure that the investigation is thorough and complete. Uses the computer to prepare reports regarding problems with the public (e.g., chronic 911 users). Forwards required reports to the appropriate personnel to ensure that proper documentation is maintained. Writes reports explaining his or her disposition or recommendations regarding a complaint. Completes greater alarm reports to document the incident and the actions of Department personnel. Completes unusual incident reports to document the incident and the actions of Department personnel. Files reports mandated by the CCSF regarding emergency medical service provided by the Department (e.g., response times, nature of medical incidents, frequency and disposition of medical incidents, etc.). Audits Paramedic and Firefighter/EMT pre-hospital care reports, as required. Completes reports on loss of, or damage to, assigned biomedical equipment to ensure that accurate documentation is maintained. Completes RC Daily Activity Report to summarize Rescue Captain's daily activities. Completes RC Clinical Evaluation Field Contact Log on HRMS to document observation and assessment of subordinates' daily work performance. Completes SFFD RC EMS Comprehensive Clinical Evaluation Forms as needed (e.g., for paramedic interns or evaluation of new paramedics) to document subordinates' performance, including strengths, areas for improvement, and follow-up actions required/taken. Completes regular SFFD EMS Clinical Performance Evaluation forms to document subordinates performance, including strengths, area for improvement, and goals/work plans for the coming performance period. Completes SFFD EMS Division MCI Reports to document and summarize MCI operations. Completes General Form reports to document investigation of reports of EMS-related complaints. Completes SFFD Performance Appraisal Report EMS/Clinical Evaluation Supplements to document subordinates' overall work performance against SFFD EMS standards.
8. Maintains inventory of narcotics in Rescue Captain response vehicle to ensure accurate tracking and accountability. Arranges for resupply of narcotics, as required, to Medic units and ALS engines. Investigates narcotic records discrepancies to ensure that an accurate

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accounting of all narcotics is maintained. Performs random review of narcotics logs to ensure compliance with DEA regulations. Maintains inventory of biomedical equipment (e.g., defibrillators, suction units, etc.) to ensure that accurate records of equipment are kept. Forwards equipment loss/damage reports to EMS Division to ensure that equipment is replaced or repaired. Ensures that Medic units and ALS engines have appropriate equipment and supplies. Inspects Rescue Captain response vehicle for proper functioning, medical equipment, and supplies to ensure that the proper equipment and supplies are in the vehicle and the vehicle is operating properly. Assists Assistant Chiefs, as required, with tri-annual inspections of Medic Units, Rescue Ambulances, and ALS engines. Checks with paramedic crews to determine whether they have the necessary equipment and supplies. Inspects ambulances to ensure that they are in proper working order and have the appropriate equipment and supplies.

9. Reports to Officers/Chiefs at fire, rescue, and medical incidents as part of the Incident Command System. Assumes the role of Medical Group Supervisor (or other medical commander role) at major incidents, as directed by the Incident Commander. As Medical Group Supervisor, completes the EMS MCI after-action report. Provides supervision, clinical evaluation, and a written report on ALS Upgrade calls.
10. Investigates incidents involving paramedics to determine the nature of incident and the actions required. Investigates EMS-related incidents assigned through the Incident Management System and/or EMS Medical Director. Works with Battalion Chiefs and/or Company Officers, as appropriate, to conduct field investigations. Interviews witnesses, complainants, and/or Department personnel involved in incident being investigated. Interviews hospital personnel and reviews hospital records as part of an investigation. Reviews Division of Emergency Communications tapes and base station medical channel communications as part of an investigation. Forwards incident reports/action plans to the Medical Director and Chief of Department upon completion. Responds to complaints from hospitals and/or public regarding paramedic crews. Investigates and documents allegations against subordinates of his or her unit, as directed by superior officer, by collecting and examining evidence and interviewing witnesses, complainants, and other subordinates. Telephones complainants to provide feedback regarding resolution of complaints. Conducts audits of tape recordings of employees handling calls as part of investigation of complaints. Interviews the parties involved in a complaint to determine whether employees complied with Department policies and procedures. Provides verbal reports to superiors regarding the findings of unusual occurrence investigations.
11. Notifies appropriate Department personnel regarding the details of emergency incidents (e.g., location, type of building, units on the scene, etc.). Informs the Public Information Officer regarding the details of emergency incidents. Notifies the appropriate receiving hospital(s) when a "red alert" occurs (i.e. 10 or more injured persons, or 6 or more critically injured persons). Provides details to EMS Division Chief if a "red alert" occurs. Provides details to Chief of EMS Operations if a "red alert" occurs.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; the Department's rules, regulations, policies, procedures, and training bulletins; Department EMS and EMS-related

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manuals; EMS protocols; when and how to complete Department EMS forms and reports; and the uses, capabilities, and limitations of EMS equipment.

Ability or Skill to: observe, supervise, and participate in the delivery of emergency medical services; train and develop self and others; work effectively with others; serve as Medical Group Supervisor at major incidents; write logical and accurate reports and correspondence; expeditiously investigate emergency medical services-related incidents and unusual occurrences; maintain accurate records and efficiently review documents; maintain inventories of equipment and supplies and ensure the readiness of vehicles and equipment; exchange information with Department and hospital personnel; counsel and evaluate subordinates; maintain appropriate staffing levels; and make accurate and timely notifications.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**Education:**

**Experience:**

Successful completion of probationary period in class H001 Fire Rescue Paramedic or class H003 Level 2 Paramedic or class H003 Level 3 Firefighter Paramedic .

Five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department.

Three (3) years of experience as a paramedic in the San Francisco Fire Department.

**License and Certification:**

Possession and maintenance of a valid Paramedic license issued by the State of California EMS Authority.

Current paramedic accreditation from the San Francisco EMS Agency.

Current paramedic certification by the San Francisco Fire Department EMS Medical Director.

Possession and maintenance of a valid California Driver license.

Certifications as Instructor in Basic Cardiac Life Support (BCLS), Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS).

**Substitution:**

**SUPPLEMENTAL INFORMATION**

OTHER REQUIREMENTS: Essential duties require the following physical skills and work environment: Ability to work in a fast paced office environment; must work in potentially hazardous and dangerous situations; work in inclement weather, from heights, in tunnels, or other risky conditions; and administer life support or lifesaving treatment to emergency patients

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or victims of fire. Positions may require specialized knowledge areas, skills, or abilities and qualifications depending on section assignment.

**PROMOTIVE LINES**

To: H043 EMS Section Chief

From: H001 Fire Rescue Paramedic H003 Level 2 Paramedic or H003 Level 3 Firefighter Paramedic

**ORIGINATION DATE:** 03/17/1997

**AMENDED DATE:** 04/06/10; 02/04/11; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

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**Title: Battalion Chief, Fire Suppression  
Job Code: H040**

**DEFINITION**

Under general direction from higher-ranking officers in the Department, the H040 Battalion Chief is an upper management level supervisor who commands a Battalion (consisting of several firefighting companies) in the performance of emergency and non-emergency tasks. Emergency tasks include those associated with receipt of an alarm, arrival at the scene, incident size-up, and supervising search and rescue, fire extinguishing, ventilation, salvage, overhaul, and emergency medical care. At emergency incidents, and in the absence of a senior officer, a battalion chief directs and ensures the efficiency of multi-unit operations. Non-emergency tasks include those associated with preparing for tour of duty; fire prevention inspections; ensuring compliance with Department policy; monitoring, evaluating, and counseling firefighters; training; community relations; information gathering, report writing, and record keeping; and investigations and special projects. A battalion chief may also be required to perform other duties as assigned.

**DISTINGUISHING FEATURES**

An H040 Battalion Chief is distinguished from an H030 Captain in that the H030 has general supervisory responsibility over one station, whereas the Battalion Chief oversees several stations in the battalion. An H040 Battalion Chief is distinguished from an H050 Assistant Chief in that the H050 has supervisory responsibilities for a Division (consisting of several battalions, whereas the H040 Battalion Chief oversees the operations of a single battalion.

**SUPERVISION EXERCISED**

Direct supervision of the Captains and Lieutenants in a Battalion.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. In preparing for tour of duty: reads journal, reports, and other written communication to determine level and nature of activities within the Battalion for the previous tours; meets with the off-going battalion chief to discuss what has been going on in order to decide actions that need to be taken or to ensure that consistent policy is followed between battalion chiefs; informs officers and others about changes in practice, policy, procedures, daily activities, or other information; relays information about personnel status between company, district, and division; receives verbal information from company officers about staffing in order to determine staffing overages and shortages within each station; reassigns personnel within battalion stations to balance staffing throughout the battalion; reviews Incident Support Specialist's report showing how district will be balanced in order to ensure proper staffing; etc.
2. In performing tasks from receipt of alarm to arrival at the scene: assesses situation (based on dispatch and who is responding) to determine whether presence of Battalion Chief is needed on the scene to direct, monitor, or support firefighters; informs communications center by radio, if on inspection or out of station, that Chief is responding; puts on turnout coat and officer's equipment in response to alarm; listens to radio communications to gain information about nature of fire/incident, condition of building/physical site, location and

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**Job Code: H040**

condition of victims, and location and actions of personnel; plans actions en route to scene, taking into account initial communication, who is likely to be first on scene, relation to other resources on way and in district, time of day, etc.; en route to possible hazardous materials incidents, determines the approach that units will take in responding, including the distance units will maintain away from the scene; attends to cues (e.g., smell or smoke) while approaching emergency in order to prepare response or action on scene; notifies communications center of problems encountered (e.g., accident or breakdown) on way to scene; etc.

3. In performing tasks related to incident size-up and command: receives and carries out orders from Incident Commander; reports status of incident to communications center via radio if first Chief to arrive at scene; informs communication center of conditions of fire and need for additional personnel and/or equipment; receives information via radio from officers inside the building in order to direct activity of other responding companies and to assess safety conditions within the building; at emergency incidents, evaluates information from subordinates in order to determine what needs to be done; assesses conditions inside facility (e.g., condition of building; softness of roof or floor; characteristics of smoke, heat, and fire; paths of extension; and means of egress) in order to ensure safety for companies working inside; sizes up fire by observing extent and location of smoke and flames, noting wind, building type, and contents on fire, and exposure potential of adjacent structures to determine additional support personnel and/or equipment needed at emergency site; analyzes information about the fire scene (e.g., extent of fire, seat of fire, size of building, location of fire in building, time of day, location of fire suppression equipment and personnel in building, type of building construction, occupancy, content of building, and occupant's behavior) to formulate a strategy for fighting the fire; describes conditions observed inside facility to outside Incident Commander, including extent of fire, whether additional resources are needed, and what needs to be done; etc.
4. In supervising/performing search and rescue activities: evaluates conditions to determine if they are safe for firefighters to proceed with rescue (e.g., conditions of fire, tides, currents, if equipment needed is available, etc.); evaluates nature of fire and degree of spread to determine if victims should be relocated to a sheltered area (e.g., smoke-proof tower), sheltered in place, or removed from the building; determines priority in rescuing victims when multiple victims are involved; communicates via radio with other officers or units on scene in order to coordinate efforts to rescue victims; calls communication center to request assistance of special units (e.g., cliff rescue squad, Coast Guard); oversees primary and secondary search of fire building to ensure all victims are removed to safety; etc.
5. In supervising/performing ventilation, salvage, and overhaul activities: evaluates conditions of fire, smoke, heat, wind, etc., and type of dwelling, to determine where, when, and how building should be ventilated, to retard the spread of fire, and to avoid backdraft; checks all openings in walls, ceilings, and floors to locate smoke and hot spots; evaluates condition and type of roof to determine whether roof is safe to support the weight of firefighters and their equipment; directs truck officers to ladder building using portable ladders or aerial ladder to gain access to upper floors and roof for purposes of ventilation; observes condition of building while salvage tasks are being conducted to ensure that building is safe for salvage operation; directs officers to pull down ceilings or to open walls to facilitate inspection to locate remaining fire or hot spots, or to release smoke and heat; visually inspects premises closely to determine that fire has been extinguished and that it will not rekindle;

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**Title: Battalion Chief, Fire Suppression**  
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orders officers to preserve suspicious area and preserve evidence for use by arson squad; informs Incident Commander about suspicious aspects of fire (e.g., if there was an unusual odor, more than one fire in different areas, broken doors or windows, etc.); etc.

6. In performing first aid-related activities: calls for additional medical assistance at scene; observes that firefighters are wearing appropriate protective equipment when administering first aid; analyzes first aid scene to determine what safety procedures need to be implemented to protect the fire crew; coordinates activities with police and ambulance personnel at the first aid scene; etc.
7. In performing inspection-related activities: familiarizes self with building or transit systems (e.g., building layout, type of occupancy, and structural information) during inspection, in order to be able to respond appropriately during an emergency; reports obvious hazards (e.g., flammable rubbish or locked doors) to owners of buildings and to Bureau of Fire Prevention; takes immediate action to correct dangerous hazards (e.g., locked exits) that are discovered during building inspections; conducts special Christmas inspections of Christmas trees and decorations at public assemblages, including conducting flammability tests, to ensure compliance with the appropriate codes; reports apparent violations of fire safety code to Bureau of Fire Prevention for action; inspects piers and BART/MUNI tubes to ensure that areas are unobstructed and free of hazards, and equipment is available to facilitate emergency response; inspects public assemblages for compliance with City ordinances regarding exits, crowd size, and other safety codes; forwards notice of violation to Bureau of Fire Prevention if fire building's alarm is not working properly; etc.
8. In performing activities related to monitoring, counseling, and evaluating subordinates: observes the performance of firefighters and officers in order to evaluate their performance; meets with company officers in each firehouse to explain new orders, inspect house, answer questions, and relay and receive information; counsels and coaches subordinates when there is a performance or personnel problem (e.g., tardiness); resolves problems between firefighters or between firefighters and officers; informs Division Chief of unresolved grievances (e.g., interpersonal conflict between firefighters); observes performance of probationary firefighters and lieutenants to evaluate eligibility for permanent position; meets with Captains to discuss issues related to EEO compliance; reports EEO complaints to Assistant Chief; etc.
9. In performing activities related to information gathering, report writing, and record keeping: reviews journal to familiarize self and understand status of personnel, equipment, and apparatus in station; collects reports daily from each company in battalion, and checks them for accuracy, form, and content before delivering to Division for processing; reads General Orders and teletype messages to learn about changes in practice, policy, procedure, or other information; writes in station journal to indicate location of fire, time, incident number, who responded, equipment used, and how extinguished; interviews witnesses and gathers on-site information needed to complete accident reports; gathers information for incident reports with required information (e.g., what happened, where it occurred, what equipment was used, and who was involved) to be prepared by the Incident Support Specialist; completes written reports of meritorious behavior to document what occurred in the incident; etc.
10. In performing activities related to ensuring compliance with Departmental policy: explains new orders and policies to battalion personnel to ensure proper awareness of new standards; evaluates condition of station house, personnel, equipment, and apparatus to ensure

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**Title: Battalion Chief, Fire Suppression**  
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that all is operating and in compliance with SFFD policy and practices; conducts formal battalion inspections of each station (including the facility, personnel, records, and equipment) within the district in order to determine if Department policy is being followed; meets with company officers to explain and discuss the implementation of new orders and procedures; etc.

11. In performing activities related to training: assesses the training needs of firefighters and selects appropriate drills; conducts drills such as battalion drills or high-rise drills with the companies of the battalion in order to improve their skills in working as a unit; develops drill on topic that is unique to district (e.g., cliff rescue, high-rise evacuation plan) in order to prepare companies for emergency; observes companies as they participate in drills in order to ensure that the drill is being conducted properly and to identify potential problems; provides feedback to officers or firefighters on their performance during emergency or drill; evaluates performance of companies to determine if and what type of special drills need to be conducted for improved performance; critiques fire ground activities with officers to help everyone learn from experience in case they encounter a similar situation; etc.
12. In performing activities related to community relations: speaks for Fire Department during inspections and emergencies; instructs spectators and non-safety personnel on what to do and where to be during an emergency; contacts Red Cross to provide shelter for victims of fire or disaster; explains nature of incidents to media to ensure accurate coverage; testifies in court regarding fire-related matters as a representative of the Fire Department; coordinates earthquake and other disaster programs with various institutions (e.g., hospitals) to ensure adequate functioning during emergencies; assists with coordination of traffic flow and re-routing of apparatus for special situations (e.g., parades) to ensure adequate fire service coverage; notifies other units or City departments of public safety hazards so they can take action to abate the problem; investigates and intervenes in disputes between the public and Fire Department personnel; etc.
13. In performing activities related to investigations and special projects: interviews witnesses or those involved in an accident, complaint, incident, or injury to gather information on the event; inspects the scene of accident, incident, complaint, or injury and any physical evidence in order to gather information on the event; analyzes information gained in the investigation to formulate a theory of cause and to recommend prevention of future incidents (except EEO incidents); interviews and gathers information on EEO complaint in order to obtain facts to submit in a report; interviews personnel and gathers information to recommend and determine appropriate disciplinary action; works on committees (in addition to regular duties) in order to meet special project goals (e.g., review and update manuals); etc.
14. In performing tasks related to working with others: meets with the Assistant Chief to discuss new or revised Fire Department policies; participates as a member of a team in training drills; does all that is possible to complete a work assignment (not the minimum possible); attempts to overcome obstacles or problems that may occur while carrying out an assignment; understands oral instructions or oral information from superiors, subordinates, and peers at emergency incidents; effectively communicates his or her understanding of oral instructions or oral information from superiors, subordinates, and peers at emergency incidents; attempts to improve himself or herself to perform job better; etc.
15. In performing tasks related to using computers: logs in to PeopleSoft program via computer to check personnel status; uses the Records Management System to maintain accurate

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**Title: Battalion Chief, Fire Suppression**  
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records of the status of personnel; uses computer to complete on-line forms; ensures that accurate reports are entered into the computer for each incident in the battalion; etc.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; Standardize, Triage and Rapid Transport (START) to assist in aiding injured individuals; methods of building construction; hazardous materials and their implications for firefighting situations; the Department's rules, regulations, policies, procedures, and training bulletins; Department manuals; the general principles of fire science; the uses, capabilities, and limitations of firefighting equipment and apparatus; firefighting techniques and strategies; fire and explosion investigation procedures; computers; and fire and building codes related to fire suppression systems and fire safety.

Ability or Skill to: supervise effectively at fire and other emergency situations; conduct inspections expeditiously; train, monitor, evaluate, and counsel firefighters; gather information, write reports, and maintain records; ensure compliance with Department policy; effectively relate to the community; work effectively with others; and conduct investigations and complete special projects in a professional and timely manner.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

Permanent status and successful completion of probationary period in class H030 Captain.

License and Certification:

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: H050 Assistant Chief

From: H030 Captain

**ORIGINATION DATE:**

**AMENDED DATE:** 07/20/09; 04/11/16; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Emergency Medical Services Section Chief  
Job Code: H043**

**DEFINITION**

Under general administrative direction, performs managerial responsibilities for a designated program in the Emergency Medical Services Division of the San Francisco Fire Department, which include administration, special operations, training, EMS academy and operations; develops, implements and evaluates program policies, procedures and practices; and performs other related duties as required.

**DISTINGUISHING FEATURES**

The Section Chief is the management level in the EMS classification series. It reports to the EMS Chief. Section Chief is distinguished from EMS chief by its responsibility for the management and accountability of a designated unit. It is further distinguished from Fire/Paramedic Captain by the latter's responsibility for the daily operation and supervision of subordinate Firefighter/Paramedics and Fire Rescue Paramedics.

**SUPERVISION EXERCISED**

Direct supervision of subordinate EMS staff including sworn and civilian positions.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Supervises and participates in development, implementation and evaluation of a range of designated EMS programs and activities, including ALS and BLS operations, continuous quality improvement, risk management, research, management information systems, medical records, continuing education, recertification and remedial training, and the paramedic academy program.
2. Meets with the EMS Chief, Medical Director, section managers, subordinate staff to establish goals and objectives, review program progress, resolve problems and issues, and establish action plans; maintains section performance standards and evaluation; participates in financial management activities; reviews reports and prepares budget for submission to the EMS Chief.
3. Applies departmental policies and procedures in administering the designated program; develops performance standards and work plans; monitors and appraises subordinate job performance; initiates appropriate remedial actions or commendations.
4. Interacts with representatives of agencies, organizations, departments or other entities to share information, engage in joint planning, problem solving and quality improvement activities.
5. Responds to emergencies, Multi-Casualty Incidents (MCI), and special or complex prehospital care situations during the day, night or as needed.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Federal, State and Local regulations governing EMS and paramedic scope of practice; detailed familiarity with vehicle deployment and strategies; management principles and

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supervisory techniques; principles and methods of governmental organization; field operations in a busy 911 Advance Life Support (ALS) ambulance service, Advance Cardiac Life Support and Advance Trauma Life Support; methods and techniques in firefighting; procedures and practices in fire rescue; fire prevention, housing and building codes; training techniques and automated emergency communications systems.

Ability or Skill to: Effectively manage and supervise an EMS unit; assess unit needs and address problems and issues through an effective action plan; quickly evaluate situations and take command of emergencies, disasters or multi-casualties; develop and implement training and continuing education programs; coordinate community education and public information programs; timely deliver a quality medical response, care and transportation service; communicate tactfully, clearly, concisely and logically both in written and oral form.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**Education:**

**Experience:**

Permanent status and successful completion of probationary period in Class H033 EMS Captain.

Two years of experience supervising in an Emergency Medical Services system.

**License and Certification:**

Possession and maintenance of a valid Paramedic license issued by the State of California EMS Authority; valid ambulance license and California Driver's License restricted class 3.

**Substitution:**

**SUPPLEMENTAL INFORMATION**

**Other Requirements:** Essential duties require the following physical skills and work environment: ability to work in a fast paced office environment; must work in potentially hazardous and dangerous situations; work in inclement weather, from heights, in tunnels or other risky conditions; administer life support or lifesaving treatment to emergency patients or victims of fire. Positions may require specialized knowledges, skills, abilities and qualifications depending on section assignment.

**PROMOTIVE LINES**

To: H053 Division Chief, EMS [PEX]

From: H033 EMS Captain

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**Title: Emergency Medical Services Section Chief**  
**Job Code: H043**

**ORIGINATION DATE:** 03/17/1997

**AMENDED DATE:** 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title:** Assistant Chief of Department, (Fire Department)  
**Job Code:** H050

**DEFINITION**

Under general direction from higher-ranking officers in the Department, the H050 Assistant Chief is a senior management level supervisor who commands a Division (consisting of several battalions) in the performance of emergency and non-emergency tasks. Emergency tasks include those associated with receipt of an alarm, arrival at the scene, size-up, and supervising search and rescue, fire extinguishing, ventilation, salvage, overhaul, and emergency medical care. At emergency incidents, and in the absence of a senior officer, an assistant chief directs and ensures the efficiency of multi-unit operations. Non-emergency tasks include those associated with preparing for tour of duty; fire prevention inspections; ensuring compliance with Department policy; monitoring, evaluating, and counseling firefighters; training; community relations; information gathering, report writing, and record keeping; and investigations and special projects. An assistant chief may also be required to perform other duties as assigned.

**DISTINGUISHING FEATURES**

An H050 Assistant Chief is distinguished from an H051 Assistant Deputy Chief in that the H051 is an exempt appointment, which serves at the pleasure of the Chief of Department, whereas the H050 Assistant Chief position is attained through civil service examination. An H050 Assistant Chief is distinguished from an H040 Battalion Chief in that the H040 Battalion Chief oversees the operations of a single battalion. An H050 Assistant Chief is distinguished from a 0150 Deputy Chief in that the 0150 is an exempt appointment, which serves at the pleasure of the Chief of Department.

**SUPERVISION EXERCISED**

Direct supervision of Battalion Chiefs.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. In preparing for tour of duty: reads journal, reports, and other written communication to determine level and nature of activities within the Division for the previous tours; meets with the off-going Assistant Chief to discuss what has been going on in order to decide actions that need to be taken or to ensure that consistent policy is followed between Assistant Chiefs; talks to Battalion Chiefs to give instructions for present tour; monitors communication systems (telephone, radio, teletype) for information relevant to the Division to determine status of emergency activities in the City; communicates verbally with the Communications Center in order to keep it informed of the status of the firefighting units in the Division; informs Battalion Chiefs and others about changes in practices, policy, procedure, daily activities, or other information; runs Division staff meeting to give information and review and critique incidents with Battalion Chiefs; etc.
2. In performing tasks from receipt of alarm to arrival at scene: assesses situation (based on dispatch and who is responding) to determine whether presence of Assistant Chief is needed on the scene to direct, monitor, or support firefighters; confers with driver about route to be followed, so as to avoid delays that might be caused by obstructions such as traffic jams or construction, and taking into account routes to be taken by other equipment to

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**Title:** Assistant Chief of Department, (Fire Department)

**Job Code:** H050

avoid conflict with them; listens to radio communications to gain information about nature of fire/incident, condition of building/physical site, location and condition of victims, and location and actions of personnel; plans actions enroute to scene, taking into account initial communication, who is likely to be first on scene, relation to other resources on way, time of day, etc.; evaluates reports of fires in progress to determine rescue and firefighting priorities based on building type, location, occupancy, etc., while enroute to the scene; etc.

3. In performing tasks related to incident size-up and command: manages up to five-alarm fires, overseeing fire suppression activities of up to 120 personnel; informs communication center by radio if first Chief to arrive at scene; directs officers regarding positioning of unit personnel and apparatus for maximum effectiveness in attacking the fire; communicates via special radio channel with all tactical units at the scene; assesses conditions and circumstances at scene to determine if additional resources are needed or if companies on the scene can be held in reserve; receives and evaluates reports from Battalion Chiefs and company officers at the scene concerning the status and progress of the fire; sizes up fire by observing extent and location of smoke and flames, noting wind, building type, and content that is on fire, and exposure potential of adjacent structures to determine additional support personnel and/or equipment needed at emergency site; analyzes information about the fire scene (e.g., extent of fire, seat of fire, exposures, size of building, location of fire in building, time of day, location of fire suppression equipment and personnel, type of building construction, occupancy, content of building, and occupants' behavior) to formulate a strategy for fighting the fire; determines, based on information obtained through personal observation and subordinates' reports, whether additional alarm should be pulled; assesses time of day, wind conditions, labels, crowd situation, and other such factors to determine degree of hazard and its potential extension; evaluates descriptions of conditions observed inside facility including extent of fire, whether additional resources are needed, and what needs to be done; etc.
4. In supervising/performing search and rescue activities: evaluates conditions to determine if they are safe for firefighters to proceed with rescue (e.g., conditions of fire, tides, currents, if equipment needed is available); determines priority in rescuing victims when multiple victims are involved; communicates with trapped victims to calm and reassure them during emergency and hazardous situations until they can be rescued; communicates via radio with other officers or units on scene in order to coordinate efforts to rescue victims; directs officers in how to rescue trapped victims, potential jumpers, animals, and others in distressed situations, what equipment to use and where to use it; etc.
5. In supervising/performing ventilation, salvage, and overhaul activities: evaluates conditions of fire, smoke, heat, wind, etc., and type of dwelling, to determine where, when, and how building should be ventilated, to retard the spread of fire, and to avoid backdraft; evaluates condition and type of roof to determine whether roof is safe to support the weight of firefighters and their equipment; directs officers to ladder building using ladders from truck or aerial ladder to gain access to upper floors and roof for purposes of ventilation; directs officers which specific tools and equipment to use and where to ventilate; directs officers to pull down ceilings or to open walls to facilitate inspection to locate remaining fire or hotspots, or to release smoke and heat; visually inspects premises closely to determine that fire has been extinguished and that it will not rekindle; orders officers to preserve suspicious area and preserve evidence for use by arson squad; etc.

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**Title:** Assistant Chief of Department, (Fire Department)

**Job Code:** H050

6. In performing first aid-related activities: calls for additional medical assistance at scene; observes that firefighters are wearing appropriate protective equipment when administering first aid; analyzes first aid scene to determine what safety procedures need to be implemented to protect the fire crew; questions victims or others (e.g., bystanders) to gather information (e.g., level of consciousness, current medical history) to determine nature and extent of medical emergency and treatment needed; etc.
7. In performing inspection-related activities: reviews prepared pre-fire plans and access maps for properties related to company operations that might lead to greater alarm fires and natural disasters; familiarizes self with building or transit systems (e.g., building layout, type of occupancy, and structural information) during inspections, so that in emergency will be able to respond appropriately; requests installation of new hydrants or fire hoses in areas where potential fire hazard warrants these; calls police to close down night clubs operating under safety hazards to prevent injury or loss of life; visits building in response to complaints from the public in order to ensure compliance with the appropriate fire codes; etc.
8. In performing activities related to monitoring, counseling, and evaluating subordinates: observes the performance of firefighters and officers in order to evaluate their performance; meets with Battalion Chiefs to explain new orders, answer questions, and relay and receive information; counsels and coaches subordinates when there is a performance standards or personnel problem (such as tardiness); resolves problems between firefighters, and between firefighters and officers; evaluates information from Battalion Chiefs regarding unresolved grievances (such as interpersonal conflict between firefighters); reviews written recommendations of disciplinary actions from Battalion Chiefs to determine whether action is appropriate; collects documents relevant to subordinate's job performance in order to determine whether disciplinary action is necessary; meets with Battalion Chiefs to discuss issues related to EEO compliance; etc.
9. In performing activities related to information gathering, report writing, and record keeping: reviews reports of EEO complaints from Battalion Chiefs; reviews journal to familiarize self and understand status of personnel, equipment, and apparatus in station; reads General Orders and teletype messages to learn about changes in practice, policy, procedure, or other information; checks vacation calendar, floating holiday, and detail information to understand and determine personnel needs for the Division; reads letters from Department officials describing complaints that need to be investigated; verifies that departmental forms are properly completed; interviews witnesses and gathers on-site information needed to complete accident reports; completes written reports of disciplinary actions or reprimands to document what occurred in the incident; etc.
10. In performing activities related to ensuring compliance with Departmental policy: formulates policies for the Division concerning the actions and responsibilities of Division personnel; reviews the administrative policies formulated by Captains in the Division to ensure that they are appropriate and do not conflict with department policy; monitors firefighters' actions and behavior to ensure that they are consistent with SFFD policy, practices, and procedures; accepts and reviews reports from Battalion Chiefs regarding improper actions or behaviors of personnel within their units; etc.
11. In performing activities related to training: assesses the training needs of the firefighters and selects appropriate drills; demonstrates equipment and procedures during drills in order to

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**Title:** Assistant Chief of Department, (Fire Department)

**Job Code:** H050

provide training for firefighters; makes all training assignments within his or her Division; conducts training drills with Chief's Aides to improve their level of knowledge and skills in working as a unit; critiques fires with offices to help everyone to learn from experience in case they encounter a similar situation; etc.

12. In performing activities related to community relations: explains firefighting practices, equipment, procedures, and policies to civilians (e.g., how equipment works, consequences of false alarms, etc.) during tours and public functions as a public service; speaks for Fire Department during inspections and emergencies; instructs spectators and non-safety personnel on what to do and where to be during an emergency; explains nature of incidents to media to ensure accurate coverage; testifies in court regarding fire-related matters as a representative of the Fire Department; provides expertise to other agencies to aid in the development of their own policies and operating procedures; etc.
13. In performing activities related to investigations and special projects: interviews witnesses or those involved in an accident, complaint, incident, for injury and any physical evidence to gather information on the event; inspects the scene of accident, incident, complaint, or injury and any physical evidence in order to gather information on the event; analyzes information gained in the investigation to formulate a theory of cause and to recommend prevention of future incidents (except EEO incidents); interviews and gathers information on EEO complaint in order to obtain facts and to present in a report; interviews personnel and gathers information to recommend and determine appropriate disciplinary action; works on committees (in addition to regular duties) in order to meet special project goals (e.g., review and update manuals); etc.
14. In performing tasks related to working with others: meets daily with Deputy Chief at headquarters; meets with Battalion Chiefs to explain/discuss new or revised Fire Department policies and facilitate their understanding; attends regular work group or projects team meetings; facilitates work group or project team meetings, if serving as co-chair; etc.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; Standardize, Triage and Rapid Transport (START) to assist in aiding injured individuals; methods of building construction; hazardous materials and their implications for firefighting situations; the Department's rules, regulations, policies, procedures, and training bulletins; Department manuals; the general principles of fire science; the uses, capabilities, and limitations of firefighting equipment and apparatus; firefighting techniques and strategies; fire and explosion investigation procedures; computers; and fire and building codes related to fire suppression systems and fire safety.

Ability or Skill to: supervise effectively at fire and other emergency situations; conduct inspections expeditiously; train, monitor, evaluate, and counsel firefighters; gather information, write reports, and maintain records; ensure compliance with Department policy; effectively relate to the community; work with others; and conduct investigations and complete special projects in a professional and timely manner.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title:** Assistant Chief of Department, (Fire Department)  
**Job Code:** H050

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**Education:**

**Experience:**

Permanent status and successful completion of probationary period in class H040 Battalion Chief.

**License and Certification:**

**Substitution:**

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: 0150 Deputy Chief [PEX]

From: H040 Battalion Chief

**ORIGINATION DATE:**

**AMENDED DATE:** 09/21/09; 04/11/16; 07/31/19

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN