



First Review
of Applications
November 3, 2018

Deputy Fire Chief



city of
PALM COAST



The City

One of Florida's newest cities (incorporated 1999), Palm Coast is a Florida paradise – situated on 70 miles of saltwater and freshwater canals and the Intracoastal Waterway and just minutes from pristine Atlantic Ocean beaches. Vibrant lifestyle and the natural environment go hand-in-hand here. The City offers a dozen beautiful parks, 125+ miles of connecting trails and paths for walking/bicycling, abundant fishing and boating, and world-class tennis and golf. Lined with historic oaks, towering pines and indigenous vegetation, Palm Coast's parks and trails showcase the splendid elegance of the native Florida landscape. Bird-watching is popular at St. Joe

Walkway and Linear Park, which are designated as Great Florida Birding & Wildlife Trails, and visitors can spot dolphins and seabirds as they stroll along the Intracoastal at Waterfront Park. The City currently has an estimated population of 85,000. Recently, our City Council has reaffirmed the City's commitment to public safety and the City now has an ISO Rating of 2, putting the City of Palm Coast in the top 1.1 percent nationwide.

The Department

Operating out of five fire stations, the current department membership includes 57 career employees and over 50 volunteers, including Volunteer Firefighters, Firefighter Interns, Fire Police and Associate members. Our members respond to more than just fire-related calls; they also render emergency medical care and provide emergency management for situations encompassing an "all hazards" response. Today, the department handles approximately 25 calls for service per day or nearly 10,000 calls per year. Career members work 24 hour shifts, with 48 hours off. Our volunteers respond as needed 24 hours per day.



On April 3, 1973, the first appearance of the Palm Coast Volunteer Fire Department began with 36 members, many of which were former firefighters from other parts of the country that settled to the Palm Coast community to retire. The first station, still in existence today, also housed a Sheriff's Substation located on the corner of Clubhouse Drive and Palm Coast Parkway.

In 1983, the first career firefighter was hired. Six years later, in 1989, a second fire station was opened on the west side of Palm Coast. The call volume increased to a level that required 24 hour staffing to handle the nearly 1,000 calls per year, covering 64 square miles. As a result of the increased growth in the north end of the city, the third station was opened in 2003 followed by the fourth and fifth stations in 2009.

In 2017, the Fire Department responded to 10,050 calls out of the five established city fire stations. Volunteers staff three of the five stations on an on-call basis. They are expecting to increase their active membership through the Volunteer Intern Program and staff a fourth station by 2020 and the fifth station by 2023. The department's successes are a direct result of the hard work and dedication of the career firefighters and volunteers who continue to reevaluate at the operation to ensure it is working effectively and efficiently.

The future of the Palm Coast Fire Department is strongly focused on the most valued resource: the firefighters. Firefighters are afforded the ability to provide direction for the organization with the same comfort level they provide a patient in need. The success of a team begins with that trust a firefighter has of their administration and trust of the system in which they operate.

We measure success not only in our achievements over the last 50 years, but also through our ability to recognize and improve upon our challenges and shortcomings.

The Position

The City of Palm Coast is seeking a team leader who is able to provide guidance and share their experience to a dedicated command staff. Under direction of the Palm Coast Fire Chief, the purpose of this position is to function as the second in command to the Fire Chief, managing work that is public safety oriented in the protection of life and property. This position oversees command staff to provide continuity among the three career shifts and the volunteer division.

One of the primary duties of the Deputy Chief will be to work with the department's 15 teams to maintain timelines, budget and functionality:

- Public Education and Community Outreach
- Media, Marketing and Delivery of our Message
- Information Technology
- Communications
- Policy Review and Update
- Risk Analysis
- Station Location / Response Study and Staffing Analysis
- Fire Training
- EMS
- Succession Planning / Mentoring Programs
- Employee Retention, Recruitment & Restructure
- Apparatus & Equipment Replacement for Long Term
- Personal Protective Equipment and Safety Equipment
- Insurance Safety Office (ISO)
- Accreditation Assessment



Key Duties and Responsibilities

- Directs emergency operations, ensuring the best possible control in emergency situations in order to protect the lives and property of those in need of service.
- Directs and supervises duties of staff to include instructing, assigning, reviewing and planning work of others; maintaining standards; coordinating activities; allocating personnel; onboarding new volunteers to the intern program; acting on employee problems; and recommending employee transfers, promotions, discipline, discharge.
- Reviews the work of Command Staff for completeness and accuracy; evaluates and makes recommendations as appropriate; offers advice and assistance as needed. Mentors and guides staff for best practices and improvement.
- Supervises and participates in employee training as mandated by Florida Statutes, administrative code and OSHA. Coordinates Fire and EMS recertification programs.
- Works with the Policy Review team to develop standard operating procedures to ensure department efficiency, productivity and compliance with all applicable policies, codes, statutes, laws and regulations, and standards of quality and safety.
- Coordinates department activities with those of other City departments and agencies as required.
- Receives and responds to inquiries and complaints from the public.
- Remains on call 24 hours a day for emergencies.
- Operates a vehicle and utilizes all fire suppression equipment as needed.
- Ensures all response activities are in compliance with all State Rules and Medical Director's standards for EMT and Paramedic medical care.
- Communicates with dispatch, emergency room physicians and staff, police, fire officers and related personnel for the accurate and efficient dissemination of information.
- Prepares and submits various reports to include state and national incident records, Incident Action Plans and After Action Reports for City Manager review.
- Communicates with other departments and public agencies for the dissemination of information; leads and participates in public education and community outreach programs.
- Coordinates with Command Staff to maintain proper resource allocation and management versed in State and National Standards for Fire, Command, Terrorism/Weapons of Mass Destruction, Mass Casualty Incidents and Hazardous Materials.
- Works Directly with the Fire Chief during all emergencies and City of Palm Coast Emergency Operations Center activations.
- Maintains the City Emergency Management Plan (CEMP) and the City Staffing Matrix. Oversees the Federal Emergency Management Agency (FEMA) training citywide.
- Works with all City Departments to provide guidance and department perspective for cohesive working relationships. Participates in several aspects of City functions to include Special Events Planning Team, Benefits Team, Education and Training Team.
- Performs related duties as directed.



Opportunities and Challenges

Challenges

Several challenges that affect the Fire Department have been identified. The primary challenge identified is the lack of control of outside programs, projects or influences that affects the Fire Department but that are out of the department's control.

These external influences include the 800 MHz Radio system, Dispatch Center and EMS Transport. As an end-user, the Palm Coast Fire Department has little control over the outcome of these operations. It should be noted that the 800 MHz communications rebuild has been the most active and transparent working group that has incorporated all regional agencies as stakeholders and has allowed active involvement in the creation of the Emergency Run Cards, Policy User Group, and Overhead Team. As long as interdepartmental communication remains open through the working groups, Palm Coast will be able to have a voice at the discussion table.

The 911 Dispatch center has long operated under the direction of the Flagler County Sheriff's Office and current operational plans in the region will have the communications center continue at the Sheriff's Communications Center. Dialogue between the Palm Coast Fire Department and the Sheriff's Communication Center has been very transparent. There is open communications between the Palm Coast Fire Department, the Communications User Group, and other agencies in the system to discuss all issues in regular meeting settings. Concepts and ideas move fluidly within the group and anything that requires executive action or consideration is brought to the administration level through the User Group team leader and addressed.



The Public Protection Classification, through the Insurance Service Office (ISO), performs regular inspection on the Fire Department services, 911 Dispatch system and Water Distribution system. Fire Training happens to be a large portion of the Fire Department inspection, comprising nine out of 105 points. This is improved from previous inspections and is a primary reason why the Fire Department earned a rating of 2/2X, the best score since Palm Coast became a City in 1999. Currently, the only access to a training facility is the Flagler County training center, which is outside of City limits. For an engine company to attain full points, it must participate in fire evolutions and multi-fire company evolutions. To do this training, the engine company or companies must be out of their zone and out of the City to get this training completed. This has a direct effect on response times leaving a jurisdiction without the local responding fire company. To add, scheduling must go through Flagler County Administration to arrange to have their staff present for Palm Coast's training. We are subject to their timelines and make accommodations through the training officers.

Opportunities and Challenges

Opportunities

In recent years, the Palm Coast Fire Department has focused significant attention on the restructuring of career and volunteer firefighters by increasing opportunities to fill any vacancies in the career ranks from the volunteer force. As part of the fire succession plan that involves mentoring future officers, we have developed programs to fill Driver/Engineers and firefighters as well.

Other areas of opportunities involve community education and outreach. The Fire Department provided educational opportunities to over 7000 students in the City of Palm Coast. With our growing population, we must continue to publicize our accomplishments and provide education to the students so that new citizens will become acquainted with our department and be supportive of it, as well.



The creation of a Public Information Officer position within the department helps highlight the contributions of the fire department to the citizens of Palm Coast and make recommendation and safety announcements to improve safety in the home. Programs actively followed include:

- The Fire Department provides a smoke detector batteries replacement service when requested by citizens and many Homeowner Associations. An improvement would be to also perform fire safety assessments when at their residences.
- The child car seat program allows people with children to have their car seats checked by a certified installer at any Palm Coast Fire station any given day of the week.
- Public Safety Awareness videos are available on the City website that highlight many areas of home safety concerns including bicycle, pool, holiday and smoke detectors.
- CPR programs are offered to all citizens through the Parks & Recreation Department and taught by firefighters.
- Plans are being developed for residents to request a home fire inspection that will address the safety of the residential property, look at the home with respect to the growing age of the community population and make recommendations for the homeowner.



The Palm Coast Fire Department is proud to educate the public on what we do, why we do it and what makes us good at it. Cities love their fire departments and when we distinguish ourselves from the others they can proudly refer to us as 'their,' not just 'the fire department.' This kind of recognition resonates with the talent pool as well. What firefighter wouldn't want to be associated with a department at the top of its game? It is a win/win for our citizens.



The Ideal Candidate

The Deputy Fire Chief will be a career-oriented professional who will not only continue the Department's commitment to training and formal education, but will work to identify Council goals and objectives and implement them. The individual must have superior communication skills and demonstrate the ability to not only effectively work with surrounding agencies but also to maintain the balance between the traditional department hierarchy and the City's Team culture. He/she should be able to think strategically and not be limited to past practices and organizational norms.

The ideal candidate will have a proven track-record of success in a similar organization. The ability to motivate and support staff in their various initiatives will be crucial to the success of the individual. The Deputy Chief must be able to inspire staff, lead by example, and personify the dignity of a career public servant. Recognizing that the Department is a mix of career, volunteer and intern members, the candidate must be able to relate to the various populations in order to encourage development. In addition to the minimum qualifications listed below, the ideal candidate will have a demonstrated track record of success in developing and supporting a progressive, forward-thinking, community-oriented Fire Department.



Minimum Qualifications

Minimum Training and Experience

Master's Degree in a Public Administration or related field with 7 years' experience in a command level position, or a Bachelor's Degree in Fire Science, Public Administration or related field supplemented by a minimum of 10 years of progressive experience and training in fire science programs and management,

Licences, Certifications or Registrations

Must possess Florida State Firefighters minimum Standards Certificate or equivalent.

Florida certification as Emergency Medical Technician or Paramedic.

Maintain current Cardiopulmonary Resuscitation (CPR) Certification and valid Florida State driver's license.

Must also maintain the state certifications of the job description for Battalion Chief, Captain, Lieutenant and Driver Engineer.

Compensation and Benefits

The full salary range is \$67,662 – 104,876. The starting salary will depend on qualifications and experience. Benefits are excellent. The City offers a retirement plan where the City contributes 17.5 percent of the salary towards a 401(a) plan. In addition, the City offers an additional match of 2 percent with employee contribution toward a 457 plan. For more information about the City's benefits, such as health/dental insurance, vacation and sick leave, and other insurance plans, please contact Human Resources at human_resources@palmcoastgov.com or (386) 986-3718.

How to Apply

Apply online through the City's website at <http://www.palmcoastgov.com/employment/openings>.

Questions should be directed to Human Resources at human_resources@palmcoastgov.com or (386) 986-3718.

Confidentiality

Under the Florida Public Records Act, all applicants are subject to disclosure upon receipt. References are checked after the interview and selection process is completed.

The Process

Applications will be accepted until the position is filled. The first review of applications is scheduled to occur on or after October 19, 2018. The City intends to conduct a comprehensive recruitment and selection process to ensure that not only a qualified candidate is selected, but also one who will complement the City's organizational culture. The City's intent is to select a candidate by the end of November 2018 with a start date some time in January 2019.

Other Important Information

The City of Palm Coast is an Equal Opportunity Employer and encourages women, minorities and veterans to apply. A veteran's preference will be awarded per Florida law.