



ADMINISTRATIVE ASSISTANT

Job Code #: TBD

Salary Range: E28D

Job Description:

Under general direction, the Administrative Assistant performs a wide range of advanced administrative, operational, and program support duties for assigned department managers, division chiefs, or functional units within CONFIRE. This position plays a key role in coordinating departmental operations, supporting administrative processes, assisting with budget and purchasing activities, maintaining records and reporting systems, and facilitating communication between management, staff, member agencies, vendors, and external stakeholders.

The Administrative Assistant exercises independent judgment in applying established policies and procedures, coordinating administrative workflows, and ensuring the timely completion of departmental projects and assignments. This position performs duties that are broader and more complex than those assigned to an Administrative Secretary and may support multiple programs or functional areas simultaneously.

Performs related duties as assigned.

Distinguishing Characteristics:

The Administrative Assistant is responsible for advanced administrative coordination and operational support requiring greater independence, initiative, and organizational responsibility than the Administrative Secretary classification.

This classification differs from Administrative Secretary in that incumbents are regularly assigned department-level projects, assist with budget projects and contract administration, coordinate program and operational activities, and may provide lead direction to clerical staff.

Example of Duties:

Duties may include, but are not limited to:

1. Coordinates and supports departmental administrative operations, projects, and workflow processes to ensure efficiency and compliance with CONFIRE, JPA policies and procedures.
2. Prepares, reviews, and formats correspondence, reports, presentations, agendas, meeting materials, and other documents for management review and distribution.
3. Provides administrative support for Board meetings, committees, workgroups, and other organizational meetings by preparing agendas, assembling packets, recording minutes, and tracking follow-up items.
4. Research, compile, and summarize operational, financial, statistical, and administrative data for reports, presentations, and management decision-making.
5. Maintains and updates confidential and non-confidential records, databases, logs, and filing systems in accordance with retention and confidentiality requirements.
6. Assist with records management activities, including document retention, records organization, archival processes, and compliance with applicable record retention requirements.
7. Acts as liaison between management, staff, member agencies, vendors, and external stakeholders to coordinate communication and resolve administrative issues.



8. Monitors assigned projects and tasks, ensuring deadlines are met and deliverables are completed accurately and on time.
9. Assists with contract and agreement administration, including tracking documents, maintaining files, and supporting renewal or amendment processes.
10. Assist with purchasing activities, including preparation of purchase requests, tracking procurement documentation, coordinating vendor communications, and monitoring purchasing workflows.
11. Coordinates travel arrangements, training sessions, conferences, and special events, including logistics and expense documentation.
12. Reviews administrative procedures and workflow processes and recommends improvements to enhance efficiency and service delivery.
13. Provides guidance and support to clerical staff as assigned, including assisting with training and workflow coordination.
14. Responds to inquiries from employees, member agencies, vendors, and the public, interpreting and explaining departmental policies and procedures within scope of authority.
15. Provides vacation or temporary relief, as required.
16. Performs other related duties, as assigned.

Minimum Qualifications:

Education:

High school diploma or GED required.

-AND-

Experience:

Three (3) years of increasingly responsible administrative, office management, or program support experience.

Desired Qualifications:

- Associate degree in business administration, Public Administration, Office Administration, or related field is desirable.
- Experience supporting management-level staff in a public agency or public safety environment.
- Experience supporting records management, document retention, public records requests, or Board administration activities.
- Knowledge of budget tracking, purchasing, and contract administration.
- Strong organizational, coordination, and project management skills.
- Proficiency with Microsoft Office Suite, (Excel, Word, PowerPoint), and database or reporting systems.
- Ability to work independently and manage multiple priorities.
- Strong written and verbal communication skills.
- Ability to maintain confidentiality and exercise sound judgment.

Representation unit:

Exempt



Salary Range:

E28D – Benefit Group D

Updated 6/4/2026 NL

Updated 6/4/26 BKB



ADMINISTRATIVE SECRETARY I

Job Code #: 46210

Salary Range: 18

Job Description:

Under general supervision, the Administrative Secretary performs a variety of secretarial and administrative support duties requiring knowledge of CONFIRE JPA policies, procedures, and operational practices, and how they apply to employees, member agencies, partner agencies, vendors, and the public.

This position provides direct secretarial and administrative support to management, professional staff, assigned divisions, committees, and workgroups. The Administrative Secretary performs responsible clerical, records, scheduling, purchasing, meeting support, and administrative coordination duties requiring discretion, accuracy, confidentiality, and sound judgment.

Performs related duties as assigned.

Distinguishing Characteristics:

The Administrative Secretary is responsible for a broad range of secretarial and administrative tasks in support of managers, professional staff, or assigned functional units.

This classification is distinguished from office assistant classifications by the assignment of more complex clerical and administrative tasks requiring knowledge of agency policies, procedures, records, schedules, purchasing processes, meeting support requirements, and confidential information.

The position requires discretion, initiative, attention to detail, and the ability to handle confidential and sensitive information while applying and explaining established policies and procedures within the scope of assigned authority.

Example of Duties:

Duties may include, but are not limited to, the following:

1. Screen, prioritize, and direct telephone calls, emails, mail, and correspondence; provide information requiring interpretation and explanation of CONFIRE JPA policies, procedures, and practices.
2. Compose routine and factual correspondence, memoranda, notices, forms, and communications based on general instructions, established guidelines, or brief notes.
3. Type, format, proofread, and process correspondence, reports, agendas, minutes, forms, numerical materials, and other documents from drafts, recordings, notes, or general direction.
4. Research, compile, and organize information from files, records, databases, and other sources; prepare summaries, logs, and routine reports for management review.
5. Establish, maintain, update, and organize logs, files, and records, including budget, personnel, payroll, purchasing, meeting, and other confidential or sensitive administrative records.
6. Assist with records management activities, including document organization, retention, retrieval, archival processes, and compliance with applicable record retention requirements.
7. Schedule meetings, interviews, conferences, appointments, and other activities; prepare agendas, packets, supporting materials, attendance records, and follow-up documentation.



8. Assist with Board, committee, workgroup, and organizational meeting support, including preparing materials, recording notes or minutes, distributing documents, and tracking follow-up items.
9. Post, track, and reconcile financial or administrative transactions in accounts, logs, spreadsheets, or other records; assist with monitoring expenditures and maintaining related documentation.
10. Maintain supervisor or division calendars; schedule appointments as directed; coordinate travel arrangements and prepare or process related documentation and expense reports.
11. Prepare, process, and track purchase requests, purchase orders, requisitions, invoices, vendor documentation, and related purchasing materials in accordance with established procedures.
12. Explain or interpret departmental policies, procedures, forms, records, and practices to employees, member agencies, vendors, partner agencies, and the public within the scope of assigned authority.
13. Research and gather information to support supervisory or management administrative decisions.
14. Maintain confidentiality of personnel, payroll, financial, operational, legal, and other sensitive administrative information.
15. Type accurately at a speed sufficient to perform the duties of the position.
16. Provide vacation or temporary relief as required.
17. Perform other related duties as assigned.

Minimum Qualifications:**Education:**

High school diploma or GED.

Experience:

Two (2) years of recent experience performing increasingly responsible and complex clerical, secretarial, administrative support, office support, or records-related work.

Required Skills:

Ability to type accurately at a minimum speed of 40 words per minute.

Desired Qualifications:

The ideal candidate will demonstrate:

- Knowledge of modern office practices, procedures, equipment, records systems, and administrative support functions.
- Proficiency with personal computer applications, including word processing, spreadsheet, email, calendar, and document management systems.
- Experience preparing correspondence, agendas, minutes, reports, forms, and other administrative documents.
- Experience supporting meetings, maintaining calendars, scheduling appointments, and coordinating administrative activities.
- Experience with purchasing support, purchase requests, invoices, vendor documentation, or related administrative processes.
- Strong records management, file maintenance, data entry, and document organization skills.



- Ability to establish and maintain cooperative working relationships with employees, supervisors, managers, member agencies, vendors, partner agencies, and the public.
- Ability to handle confidential and sensitive information with discretion and professionalism.

Representation Unit:

Teamsters

Salary Range:

18

Updated 06/12/2026 JB



CONTRACTS/GRANTS MANAGER

Job Code #: TBD

Salary Range: E55C

Job Description:

Under general direction of the Deputy Executive Director of Business Operations, the Contract and Grant Manager plans, organizes, coordinates, and administers contract management, grant administration, funding development, procurement support, and compliance activities for CONFIRE. The position is responsible for the development, negotiation, administration, and oversight of contracts, grants, intergovernmental agreements, and other funding mechanisms supporting emergency communications, EMS transport systems, public safety operations, technology initiatives, facilities projects, workforce development programs, and administrative services.

The incumbent serves as the agency's primary resource for contract administration, grant management, funding strategy, compliance oversight, and agreement development. Responsibilities include identifying and pursuing funding opportunities, coordinating contractual relationships, monitoring compliance requirements, supporting procurement activities, and assisting executive leadership in advancing organizational priorities through strategic funding and partnership opportunities.

Performs related duties as required.

Distinguishing Characteristics:

This is a management-level classification responsible for administering and coordinating the agency's contracts, grants, agreements, funding opportunities, and related compliance activities. The incumbent exercises independent judgment in developing, negotiating, administering, and monitoring contracts, grants, and agreements while ensuring compliance with applicable federal, state, and local regulations, funding requirements, and organizational policies.

This position serves as CONFIRE JPA's subject matter expert regarding contract administration, grant management, funding development, and compliance oversight and works closely with executive leadership, partner agencies, funding organizations, and regulatory entities regarding strategic initiatives and organizational objectives.

Example of Duties:

Duties may include, but are not limited to:

1. Manage the full lifecycle of contracts, grants, agreements, and funding opportunities, including research, development, negotiation, execution, administration, monitoring, reporting, and closeout activities.
2. Research, identify, evaluate, and pursue federal, state, local, healthcare, and private funding opportunities that support organizational priorities and strategic initiatives.
3. Develop, negotiate, administer, and monitor contracts, professional services agreements, intergovernmental agreements, memoranda of understanding, service agreements, and other contractual instruments supporting agency operations.



4. Prepare, submit, and track grant applications, including development of budgets, cost justifications, narratives, and supporting documentation necessary to secure and administer funding.
5. Monitor compliance with funding requirements, contract provisions, reporting obligations, performance measures, audit standards, and applicable laws and regulations.
6. Develop and maintain contract and grant databases, reporting systems, documentation standards, and internal controls necessary to support accountability, transparency, and audit readiness.
7. Monitor program performance, expenditures, reimbursements, deliverables, and timelines to ensure adherence to funding terms, contractual obligations, and audit standards.
8. Collaborate with internal staff regarding procurement activities, capital projects, operational initiatives, and grant-funded programs.
9. Serves as liaison between CONFIRE and funding agencies, contractors, consultants, vendors, healthcare organizations, partner agencies, and regulatory entities regarding contracts, grants, agreements, and compliance matters.
10. Prepare reports, analyses, recommendations, and presentations regarding contracts, grants, funding opportunities, compliance activities, and organizational initiatives.
11. Monitor emerging legislation, regulatory requirements, funding opportunities, reimbursement programs, and industry trends that may impact agency operations or strategic objectives.
12. Develop recommendations regarding funding strategies, cost recovery initiatives, revenue enhancement opportunities, and long-term financial sustainability efforts.
13. Provide technical guidance and support to management and staff regarding contract administration, grant management, funding requirements, and compliance obligations.
14. Provide vacation or temporary relief as required.
15. Perform other related duties as assigned.

Minimum Qualifications:

Candidates must meet **all** the following requirements:

Education:

Bachelor's degree in business administration, public administration, finance, human resources, accounting, emergency management, healthcare administration, or a closely related field

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

-AND-

Experience: Three (3) years of professional experience in contract administration, grant management, procurement, or financial compliance, including responsibilities for developing, administering, or monitoring contracts and/or grants.

Must include one (1) year experience of supervisory or management role.

**Desired Qualifications:**

- Master's Degree in relevant field.
- High-level proficiency in Microsoft Excel (e.g., pivot tables, data analysis tools)
- Experience with ERP or grant management systems (e.g. Workday, PeopleSoft, or Salesforce).
- Experience administering federal, state, healthcare, public safety, or local government grant programs.
- Experience negotiating, developing, and administering complex public-sector agreements and contracts.
- Experience supporting emergency communications, EMS, healthcare, fire service, special districts, joint powers authorities, or local government organizations.
- Knowledge of reimbursement programs, healthcare funding initiatives, cost recovery programs, and public-sector revenue opportunities.
- Experience with procurement processes, contract compliance monitoring, and audit coordination.
- Knowledge of applicable federal, state, and local laws, regulations, and requirements governing grants, contracts, procurement, and public funding.
- Experience with enterprise resource planning systems, grants management software, contract management systems, or financial reporting platforms.
- Professional certifications such as
 - Certified Grants Management Specialist (CGMS)
 - Certified Research Administrator (CRA)
 - Certified Professional in Contract Management (CPCM)
 - Or similar professional certifications
- Strong analytical, financial, and organizational skills.
- Excellent written and verbal communication skills.

Representation unit:

Exempt

Salary Range:

E55C – Benefit Group C

Updated 4/16/2026 KS

Updated 5/15/26 BKB



CULTURAL OFFICER

Job Code #: TBD

Salary Range: E55C

Job Description:

Under the direction of the Health and Wellness Director, the Cultural Officer supports the development, coordination, implementation, and evaluation of initiatives that strengthen organizational culture, employee engagement, customer service, and shared values across CONFIRE JPA.

This position serves as a field-facing organizational resource focused on building connection, professionalism, trust, and service alignment across emergency communications personnel, EMS partners, public safety agencies, administrative staff, and other workforce groups that support CONFIRE JPA operations.

The Cultural Officer assists in assessing workplace culture, gathering employee feedback, coordinating engagement strategies, supporting recognition and morale initiatives, reinforcing customer service expectations, and helping implement programs that promote a healthy, respectful, and service-oriented work environment.

The position collaborates closely with the Health and Wellness Director, leadership teams, CARE Team members, labor representatives, public agency partners, and subcontractor representatives to support workforce connection, organizational alignment, and system-wide service consistency.

Performs related duties as assigned.

Distinguishing Characteristics:

The Cultural Officer is a professional-level classification responsible for hands-on coordination, facilitation, and support of organizational culture, employee engagement, workplace climate, and customer service initiatives.

This classification is distinguished by its focus on strengthening employee connection, supporting organizational values, improving workplace communication, and helping align multiple workforce groups into a unified public safety service model.

The incumbent serves as an accessible resource for employees, peer support members, and stakeholders by gathering feedback, identifying cultural trends, supporting engagement efforts, and reinforcing expectations related to professionalism, communication, teamwork, and service.

The role requires sound judgment, confidentiality, emotional intelligence, strong communication skills, and the ability to navigate sensitive workplace matters with tact, neutrality, and professionalism.

Example of Duties:

Duties may include, but are not limited to:

1. Support the planning, coordination, implementation, and evaluation of organizational culture, employee engagement, customer service, and workplace climate initiatives.



2. Assist in building a unified organizational culture across emergency communications, EMS transport, fire service, administrative personnel, public agency partners, and subcontracted workforce groups.
3. Serve as a field-facing resource to gather employee feedback, identify cultural trends, observe workplace dynamics, and elevate concerns or opportunities to the Health and Wellness Director.
4. Coordinate recognition programs, morale-building activities, service-oriented initiatives, and cultural programs that support employee connection and organizational alignment.
5. Assess workplace culture through surveys, focus groups, interviews, feedback tools, field engagement, data collection, and other employee input methods.
6. Prepare summaries, reports, observations, and recommendations related to employee engagement, workplace climate, culture trends, customer service, and organizational health.
7. Support internal communication efforts that promote organizational values, employee wellness, customer service expectations, professional conduct, and system-wide alignment.
8. Help facilitate training, workshops, briefings, or discussions related to teamwork, workplace respect, communication, customer service, conflict prevention, professionalism, and organizational expectations.
9. Coordinate with peer support personnel and CARE Team members to support employee wellness, workforce resiliency, and organizational support initiatives.
10. Support efforts to reinforce customer service principles and professional behavior in interactions with employees, member agencies, patients, callers, hospitals, public safety partners, and the public.
11. Collaborate with supervisors, managers, and leadership staff to support culture-building strategies, employee engagement efforts, onboarding activities, and workplace improvement initiatives.
12. Track participation, maintain program documentation, monitor assigned initiatives, and support reporting related to organizational culture and employee engagement activities.
13. Maintain confidentiality of sensitive employee, workplace, and organizational information.
14. Provide vacation or temporary relief as required.
15. Perform other related duties as assigned.

Minimum Qualifications:**Education:**

Bachelor's degree from an accredited college or university in Organizational Development, Communications, Psychology, Public Administration, Human Resources, Behavioral Science, Business Administration, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

Experience:



Three (3) years of experience in organizational culture, employee engagement, human resources, workforce development, organizational development, employee wellness, communications, public safety administration, or a closely related field.

Desired Qualifications:

- Experience supporting organizational culture, employee engagement, or workforce wellness initiatives in a public safety, emergency communications, EMS, healthcare, local government, special district, or joint powers authority environment.
- Certification or training in organizational development, employee engagement, workplace culture, change management, customer service, or related programs.
- Experience coordinating group discussions, workshops, employee engagement activities, recognition programs, or organizational improvement initiatives.
- Experience supporting change management, culture-building, customer service, workforce integration, or organizational improvement efforts.
- Experience working with confidential or sensitive employee and workplace matters.
- Knowledge of organizational development, employee engagement, workplace climate, customer service, and workforce wellness principles.
- Strong written and verbal communication skills, including the ability to prepare reports, presentations, communication materials, and educational resources.
- Strong interpersonal skills with the ability to establish trust, maintain neutrality, and work effectively with employees, supervisors, managers, labor representatives, and external stakeholders.
- Ability to exercise sound judgment, confidentiality, tact, and professionalism in sensitive workplace situations.

Representation Unit:

Exempt

Salary Range:

E55C – Benefit Group C

Updated 06/12/2026



Deputy Executive Director

Job Code #: TBD

Salary Range: E76B

Job Description:

Under administrative direction of the Executive Director, plans, organizes, directs, and oversees assigned functions of CONFIRE, JPA, which may include operations, administrative services, and business operations.

This position provides executive-level leadership to ensure effective, efficient, and coordinated service delivery within assigned functional areas and across the organization. Responsibilities include safeguarding operational performance fiscal accountability, regulatory compliancy, and alignment with CONFIRE JPA's strategic goals and Board direction. Performs related duties as assigned.

Distinguishing Characteristics:

The Director of Operations is an executive management classification responsible for the overall administration and performance of CONFIRE, JPA. Incumbents may be assigned responsibility for one or more major functional areas, including Operations, Administration, or Business Operations. Assignments may be changed or realigned at the discretion of the Executive Director.

As a key member of the Executive Management Team, the incumbent provides strategic leadership, policy direction, and executive oversight within assigned areas and collaborates with other executive staff to ensure organizational alignment and performance.

This classification differs from lower-level operational management positions by its responsibility for agency-wide policy implementation, resource management, regulatory compliance, and executive decision-making authority. The Deputy Executive Director is granted broad discretion in carrying out assignments consistent with policies established by the Executive Director, the Board of Directors, and the Administrative Committee.

This classification may act on behalf of the Executive Director in their absence, as assigned.

Example of Duties:

Duties may include, but are not limited to:

General Executive Leadership (All Assignments)

1. Direct, plan, organize, and evaluate assigned functions, programs, and services within CONFIRE JPA.
2. Develop and implement operational goals, objectives, policies, procedures, and performance metrics aligned with CONFIRE JPA's mission and strategic plan.
3. Provide executive oversight to ensure coordination and alignment across divisions and functional areas.
4. Advise the Executive Director on operational, administrative, fiscal, and organizational matters.
5. Participate as a member of the Executive Management Team in agency-wide planning, policy development, and decision-making.
6. Direct or oversee the preparation and administration of assigned division or program budgets; monitor expenditures; forecast staffing, equipment, and technology needs; and ensure fiscal accountability.



Operations (if assigned)

1. Oversee emergency communications operations, including 911 call processing, fire and EMS dispatch services, and related coordination functions.
2. Provide executive oversight of the EMS Division, including system coordination with the subcontracted ground ambulance provider responsible for Priority Ambulance services.
3. Oversee the Emergency Nurse Communication System (ECNS) program, including coordination with hospitals, EMS providers, and field personnel to support patient destination decisions, hospital communication, and system throughput.
4. Ensure system performance across dispatch, ambulance, and fire response interfaces, including service delivery standards, coordination, and operational effectiveness.
5. Monitor contractual compliance and performance of EMS service providers in coordination with Finance and Administration.
6. Ensure compliance with applicable public safety regulations, standards, and operational requirements.
7. Lead operational continuity planning, emergency management coordination, and disaster response readiness efforts.
8. Oversee vendor contracts and service agreements related to communications systems, dispatch platforms, radio infrastructure, and operational technologies.

Administration (if assigned)

1. Oversee administrative functions including Human Resources, Risk Management, Management Information Systems (MIS), and Organizational Health and Wellness programs.
2. Oversee labor relations activities, including contract administration, grievance response, and coordination with legal counsel.
3. Direct organizational development initiatives, including workforce planning, leadership alignment, employee engagement, and culture development.
4. Oversee development and implementation of agency policies, procedures, and administrative systems.
5. Ensure effective coordination of internal support services impacting agency-wide operations.

Business Operations (if assigned)

1. Oversee fiscal operations including budgeting, financial planning, reporting, and audit coordination.
2. Direct preparation and administration of the agency budget; monitor expenditures and ensure fiscal accountability.
3. Oversee contracts, grants, and procurement functions, including vendor agreements and compliance with applicable requirements.
4. Oversee logistics functions including facilities, equipment, fleet coordination, and capital asset management.
5. Ensure long-term financial sustainability through forecasting, revenue analysis, and expenditure control.
6. Monitor contractual performance and financial impacts of service agreements, including EMS system contracts.

Interagency/Governance (All Assignments)

1. Collaborate with member agencies, fire chiefs, EMS administrators, law enforcement partners, and other stakeholders.
2. Prepare and present reports, analyses, and recommendations to the Executive Director and CONFIRE JPA Board.



3. Represent CONFIRE JPA in regional committees, professional organizations, and interagency meetings.

Organizational Performance (All Assignments)

1. Promote a culture of professionalism, accountability, customer service, and continuous improvement.
2. Lead or support initiatives to improve service delivery, efficiency, and organizational effectiveness.
3. Represent CONFIRE JPA in regional committees, professional organizations, and interagency meetings.
4. Provide executive oversight for quality assurance programs, training coordination, performance improvement initiatives, and corrective action processes.

Other Duties (All Assignments)

1. Provide vacation or temporary relief as required.
2. Perform other related duties as assigned.

Minimum Qualifications:

Candidates must meet all the following requirements:

Education: bachelor's degree in public administration, business administration, communications, or a closely related field

-AND-

Experience: Eight (8) years of progressively responsible experience in public safety communications, emergency services operations, public financial management, public administration, or a closely related field, including at least four (4) years in a senior management or executive-level role.

Desired Qualifications:

- *Executive leadership and strategic direction in a high-reliability organization.*
- *Experience in one or more of the following areas: public safety operations, administration, or business operations.*
- *Knowledge of emergency communications systems or public safety operations*
- *Strong background in public sector budgeting and financial management*
- *Experience in labor relations and contract administration*
- *Experience analyzing operational data and implementing continuous improvement initiatives.*
- *Strong communication skills with diverse audiences, including elected officials, executives, labor representatives, and operational staff.*
- *Demonstrated sound judgment and discretion in high-impact decision-making.*
- *Experience developing and managing multiple fund operational budgets.*
- *Ability to build and maintain effective relationships with member agencies and external partners.*
- *Leadership in organizational change and system integration.*
- *Ability to manage competing priorities in a 24/7 operational environment*
- *Experience negotiating and administering contracts and service agreements.*



Representation unit:

Exempt

Salary Range:

E76B – Benefit Group B

Updated 2/24/2026 NL



EMERGENCY COMMUNICATIONS CENTER CHIEF (ECC Chief)

Job Code #: TBD

Salary Range: E61C

Job Description:

Under administrative direction of the Communications Director, the Emergency Communications Center Chief is a non-safety chief officer responsible for command-level operational oversight, command center readiness, systemwide performance accountability, incident-support coordination, and regional public safety integration for CONFIRE, JPA's Emergency Communications Center.

The Emergency Communications Center Chief leads the Emergency Communications Center as a regional public safety command center supporting 9-1-1 call processing, emergency dispatch, incident coordination, resource movement, operational communications, system monitoring, ambulance deployment coordination, emergency medical dispatch support, and regional public safety response coordination.

The position ensures that the Emergency Communications Center is prepared, staffed, equipped, coordinated, and operationally aligned to support routine operations, major incidents, disaster response, emergency activations, system disruptions, planned events, and periods of increased operational demand.

The incumbent provides chief officer-level oversight through subordinate managers and supervisors and works closely with fire agencies, Emergency Medical System (EMS) partners, law enforcement, hospitals, County departments, technology teams, and other public safety stakeholders to ensure the center operates as an integrated command center within the regional public safety system.

This is a non-safety classification; however, prior public safety operational experience is required due to the command, coordination, operational judgment, and incident-support responsibilities of the position.

Performs related duties as assigned.

Distinguishing Characteristics:

The Emergency Communications Center Chief is a non-safety chief officer-level classification responsible for command center oversight, operational readiness, performance accountability, major incident-support coordination, and interagency coordination for CONFIRE JPA's Emergency Communications Center.

This classification reports to the Communications Director and is part of the Operations chain of command under the Deputy Executive Director of Operations.

It is distinguished from the Emergency Communications Manager, who oversees daily dispatch center operations, staffing, scheduling, direct supervision, and internal workflows. The Emergency Communications Center Chief provides broader, executive-level operational direction focused on readiness, coordination, integration, incident support, and systemwide performance of the Emergency Communications Center as a regional public safety command center.

The incumbent is expected to apply extensive public safety experience, command judgment, communications center expertise, and executive leadership to ensure effective emergency



communications, incident support, and regional coordination during routine operations, high-demand environments such as major incidents, disasters, system outages, and planned events.,

This classification is further distinguished by its responsibility to ensure that the Emergency Communications Center functions not only as a dispatch center, but as an integrated, operational command center supporting fire, EMS, emergency communications, ambulance deployment, incident coordination, and regional public safety system needs.

Example of Duties:

Duties may include, but are not limited to:

1. Provide chief officer-level oversight of Emergency Communications Center readiness, command center capability, system performance, incident-support coordination, and regional public safety integration.
2. Ensure the Emergency Communications Center is prepared to support major incidents, disaster response, emergency activations, planned events, system disruptions, surge conditions, and other high-impact operational periods.
3. Provide strategic operational direction, through the Communications Director and established chain of command, to support effective emergency communications, incident coordination, resource status awareness, and regional public safety system coordination.
4. Monitor system-level performance metrics, including call processing performance, dispatch performance, unit status accuracy, workload trends, service levels, system reliability, and operational coordination indicators.
5. Evaluate command center readiness, incident-support capabilities, continuity plans, redundancy systems, system gaps, and regional coordination needs; develop recommendations and corrective strategies.
6. Develop, review, and update command center policies, operational guidelines, post orders, continuity plans, and major incident support procedures in coordination with the Communications Director and Emergency Communications Manager.
7. Coordinate with the Communications Director regarding strategic priorities, performance trends, operational risks, technology needs, continuity planning, disaster readiness, and regional public safety integration.
8. Collaborate with fire agencies, EMS partners, law enforcement agencies, hospitals, County departments, mutual aid partners, and other public safety stakeholders regarding emergency communications, incident-support operations, and regional coordination.
9. Support operational integration between emergency communications, fire response agencies, EMS transport operations, ECNS, ambulance deployment, mutual aid coordination, and other system partners.
10. Coordinate with technology, GIS, CAD, radio, telephone, records management, and data systems personnel to ensure communications systems support operational reliability, redundancy, continuity, interoperability, and regional coordination needs.
11. Work with training personnel, the Emergency Communications Manager, and subject matter experts to identify training, quality improvement, operational update, and readiness needs related to major incidents, system integration, and command center operations.
12. Oversee system-level quality assurance, performance review, operational accountability, and continuous improvement efforts related to command center readiness and regional public safety coordination.



13. Participate in emergency planning, continuity-of-operations planning, disaster preparedness, redundancy planning, emergency activations, planned event coordination, and after-action reviews.
14. Represent the Emergency Communications Center during major incidents, planned events, emergency activations, operational briefings, after-action reviews, and interagency meetings.
15. Prepare reports, analyses, briefings, presentations, and recommendations regarding command center readiness, system performance, operational integration, technology needs, and strategic initiatives.
16. Assist in budget development, resource planning, technology planning, procurement planning, continuity planning, and operational forecasting related to Emergency Communications Center readiness and system needs.
17. Promote a professional, service-oriented, accountable, and mission-focused command center environment consistent with CONFIRE JPA's public safety responsibilities.
18. Maintain awareness of laws, regulations, standards, technologies, and best practices related to emergency communications, 9-1-1 operations, dispatch, incident coordination, continuity planning, and command center operations.
19. Provide vacation or temporary relief as required.
20. Perform other related duties as assigned.

Minimum Qualifications:**Education:**

Bachelor's degree from an accredited college or university in Public Administration, Fire Administration, Emergency Management, Public Safety Administration, Communications, Business Administration, Organizational Leadership, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

Experience:

Seven (7) years of progressively responsible public safety experience involving fire service, emergency medical services, emergency management, emergency communications, incident command, public safety operations, or a closely related field.

Experience must include at least three (3) years of command, executive management, senior management, administrative, or operational management responsibility in a public safety, emergency communications, fire service, EMS, emergency management, or closely related operational environment.

Prior public safety operational experience is required.

Desired Qualifications:

- Experience managing or overseeing a public safety emergency communications center, dispatch center, emergency operations center, or command center.
- Leadership experience in fire service, EMS, emergency communications, or emergency management.
- Experience working with Incident Command System (ICS).



- Experience coordinating multi-agency emergency operations, major incidents, disaster activations, planned events, or mutual aid responses.
- Knowledge of 9-1-1 operations, emergency dispatch practices, public safety communications systems, CAD systems, radio systems, GIS mapping, and related technologies. and emergency communications technology.
- Knowledge of fire service, EMS, mutual aid, emergency management, ambulance deployment, and emergency medical dispatch.
- Experience with performance metrics, quality improvement, staffing analysis, and operational reporting in a 24/7 environment.
- Experience developing policies, procedures, operational guidelines, training programs, continuity plans, or command center practices.
- Completion of ICS 100, 200, 300, 400, 700, and 800 (or equivalent).
- Strong leadership, communication, decision-making, organizational, and interpersonal skills.
- Ability to exercise sound judgment under pressure and maintain effective working relationships with employees, labor groups, member agencies, public safety partners, and executive leadership.

Work Schedule and Compensation Notes:

This classification may be assigned to a standard administrative schedule or to an approved shift-based schedule depending on operational need. The salary range remains the same regardless of assignment; however, the hourly equivalent used for payroll, leave accounting, additional compensation, or premium compensation may vary based on the assigned work schedule.

This is an exempt, non-safety classification. Additional compensation, premium compensation, disaster compensation, or assignment-based compensation, if applicable, shall be administered in accordance with the CONFIRE JPA Exempt Compensation Plan, applicable policies, and any required legal or administrative approvals.

Representation Unit:

Exempt

Salary Range:

E61C - Benefit Group C

Updated:

06/12/2026



EMS TRAINING MANAGER

Job Code #: TBD

Salary Range: E55C

Job Description:

Under the general direction of the EMS and Transport Director, plans, coordinates, monitors, and supports EMS training compliance, education coordination, and workforce development activities related to CONFIRE's EMS transport system.

The position is responsible for ensuring that EMS training requirements established by County contracts, subcontractor agreements, regulatory agencies, local EMS policies, and organizational standards are identified, tracked, coordinated, and maintained. This includes monitoring required training for public agency ambulance personnel, subcontracted ambulance personnel, and other EMS system participants as assigned.

The incumbent serves as CONFIRE's primary training coordination resource for the EMS and Transport Division and works closely with the subcontracted ambulance provider, public safety agencies, hospitals, regulatory agencies, training partners, and internal staff to ensure training programs are delivered, documented, and aligned with contractual and operational requirements.

This position provides oversight and coordination rather than assuming primary responsibility for all training delivery. Performs related duties as assigned.

Distinguishing Characteristics:

This is a management-level classification responsible for EMS training coordination, training compliance monitoring, and EMS system workforce development support within CONFIRE's EMS transport system.

The incumbent exercises independent judgment in evaluating training needs, monitoring compliance with required EMS training standards, coordinating training opportunities, maintaining training documentation, and supporting system-wide readiness.

This classification differs from traditional EMS training classifications by its focus on contract-required training oversight, multi-agency coordination, subcontractor training compliance, and system-level training alignment rather than direct operation of an internal EMS academy or exclusive delivery of EMS instruction.

The EMS Training Manager works under the direction of the EMS and Transport Director and coordinates closely with the subcontracted ambulance provider's training leadership, public agency partners, the Medical Director, Compliance Analysts, and other stakeholders.

Example of Duties:

Duties may include, but are not limited to:

1. Coordinate, monitor, and support EMS training activities required under County ambulance service agreements, subcontractor agreements, regulatory requirements, and CONFIRE operational standards.
2. Monitor training compliance for public agency ambulance personnel, subcontracted ambulance personnel, and EMS system participants as assigned.



3. Coordinate with the subcontracted ambulance providers to ensure required training programs are scheduled, delivered, documented, and maintained in accordance with contractual obligations.
4. Track and verify completion of required EMS training, certifications, competencies, continuing education, and contract-specific training requirements.
5. Coordinate required training opportunities, including but not limited to trauma care, pediatric care, cardiac care, patient handling, customer service, system orientation, documentation requirements, and other EMS-related subject areas.
6. Monitor compliance with required training programs such as Prehospital Trauma Life Support (PHTLS), Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), and other required or approved EMS training programs.
7. Work with public agency partners, subcontracted ambulance leadership, hospitals, the Medical Director, and regulatory agencies to identify training needs and coordinate appropriate training opportunities.
8. Assist in the development and maintenance of annual EMS training plans, training calendars, competency tracking systems, and training compliance reports.
9. Review training records, attendance documentation, certification records, continuing education records, and related compliance materials to ensure accuracy and completeness.
10. Prepare reports, dashboards, summaries, and recommendations related to EMS training compliance, training participation, workforce readiness, and required training deliverables.
11. Coordinate with Compliance Analysts to support contract compliance monitoring related to training requirements, documentation standards, corrective actions, and performance improvement initiatives.
12. Assist with development, review, and coordination of EMS policies, training bulletins, system updates, and operational education materials.
13. Support implementation of new EMS programs, operational changes, equipment deployments, protocol updates, and system initiatives requiring workforce training or education.
14. Participate in EMS quality improvement, system performance, and training-related workgroups as assigned.
15. Coordinate with the Medical Director regarding clinical training priorities, protocol education, quality improvement findings, and system-wide clinical education needs.
16. Serve as a liaison with training vendors, educational institutions, certification bodies, hospitals, public agencies, and EMS system stakeholders regarding training coordination and compliance.
17. Maintain awareness of EMS training standards, regulatory updates, contract requirements, and industry best practices related to EMS education and workforce readiness.
18. Provide technical guidance to management and stakeholders regarding EMS training requirements, documentation expectations, compliance tracking, and training coordination processes.
19. Provide vacation or temporary relief as required.
20. Perform other related duties as assigned.

Minimum Qualifications:

Education:

Bachelor's degree from an accredited college or university in Emergency Medical Services, Healthcare Administration, Public Health, Nursing, Education, Public Administration, Emergency Management, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

Experience:



Five (5) years of progressively responsible experience in emergency medical services, ambulance operations, EMS training, healthcare education, public safety training, EMS administration, or a closely related field.

Experience must include responsibility for coordinating, developing, delivering, monitoring, or evaluating training programs, continuing education, clinical education, workforce development, compliance programs, or operational readiness initiatives.

Desired Qualifications:

- Experience coordinating EMS training programs in a public agency, ambulance provider, fire service, healthcare, or regional EMS system environment.
- Experience monitoring training compliance under contracts, regulatory requirements, accreditation standards, or local EMS agency policies.
- Knowledge of EMS system operations, ambulance transport systems, prehospital care standards, and continuing education requirements.
- Knowledge of California EMS regulations, local EMS agency requirements, and EMS certification or accreditation standards.
- Experience working with subcontracted service providers, public agency partners, hospitals, and regulatory stakeholders.
- Experience with Learning Management Systems (LMS), training records systems, compliance tracking tools, and reporting platforms.
- Active or prior paramedic license, registered nurse license, EMS educator credential, or other relevant clinical or instructional certification is desirable.
- Instructor certifications such as BLS, ACLS, PALS, PHTLS, or similar EMS education credentials are desirable.
- Strong organizational, communication, coordination, and project management skills.
- Ability to manage multiple training requirements, compliance deadlines, partner expectations, and reporting obligations.

Representation unit:

Exempt

Salary Range:

E55C – Benefit Group C

Updated 6/12/26 JB



EMS AND TRANSPORT DIRECTOR

Job Code #: TBD

Salary Range: E66B

Job Description:

Under administrative direction of the Deputy Executive Director assigned to Operations, plans, organizes, directs, and oversees the EMS and Transport Division for CONFIRE JPA. Responsibilities include executive oversight of the ground ambulance services system, contract compliance monitoring, EMS system coordination, ambulance transport operations oversight, stakeholder coordination, and related EMS support functions.

This position serves as CONFIRE JPA's primary representative and operational liaison for the County ground ambulance services contract and is responsible for ensuring the subcontracted ambulance providers operates in accordance with contractual requirements, system performance standards, clinical expectations, operational objectives, and organizational priorities.

The incumbent serves as the principal coordination point between CONFIRE JPA, the subcontracted ambulance providers, hospitals, EMS agencies, payers, member agencies, regulatory partners, and other stakeholders involved in the EMS transport system. Responsibilities include oversight of contract compliance, system integration, EMS operational coordination, clinical collaboration, training alignment, quality improvement initiatives, and performance monitoring.

Performs related duties as assigned.

Distinguishing Characteristics:

The EMS and Transport Director is a management-level classification responsible for executive oversight of CONFIRE JPA's EMS transport system and contracted ambulance service operations.

This classification differs from traditional EMS management positions by its primary responsibility for system-level coordination, contractual oversight, interagency integration, stakeholder management, and performance accountability involving a subcontracted ambulance transport model operating within a regional public safety system.

The incumbent exercises direct and indirect supervision over assigned management, professional, technical, and support staff and serves as CONFIRE JPA's primary operational representative regarding EMS transport system performance and coordination.

This classification exercises significant independent judgment involving contractual compliance, system performance monitoring, stakeholder coordination, operational integration, and strategic EMS system development.

Example of Duties:

Duties may include, but are not limited to:

EMS System Oversight / Operations

1. Plan, organize, direct, and evaluate the operations and activities of the EMS and Transport Division.
2. Serve as CONFIRE JPA's primary representative for the County ground ambulance services contract and related EMS transport system operations.



3. Provide executive oversight and coordination of the subcontracted ambulance transport providers to ensure compliance with contractual obligations, operational expectations, response performance standards, and system objectives.
4. Serve as the primary operational liaison between CONFIRE JPA and the subcontracted EMS Director and executive leadership of the ambulance transport provider.
5. Monitor system performance metrics, operational trends, deployment effectiveness, unit hour utilization, and service delivery outcomes.
6. Provide executive oversight and coordination efforts between dispatch operations, fire agency provided ambulances, ambulance personnel, hospitals, and EMS stakeholders to support efficient patient care and transport operations.
7. Assist in development and implementation of operational policies, deployment strategies, system improvement initiatives, and EMS transport standards.
8. Lead operational coordination efforts related to ambulance transport system startup, transition activities, service expansion, and ongoing system optimization.

Contract Compliance / Performance Monitoring

9. Oversee contract compliance monitoring activities involving County agreements, ambulance service contracts, and related EMS operational agreements.
10. Direct compliance review activities related to contractual response time standards, staffing requirements, reporting obligations, billing compliance coordination, and operational deliverables.
11. Supervise Compliance Analysts responsible for monitoring operational performance, compliance documentation, and contract adherence.
12. Coordinate corrective action processes, performance improvement initiatives, and compliance reporting activities related to EMS transport operations.
13. Prepare and present compliance reports, operational analyses, and system performance updates to executive leadership, County stakeholders, and governing bodies.

Stakeholder / System Coordination

14. Serve as CONFIRE JPA's primary coordination point with hospitals, EMS agencies, payers, County representatives, member agencies, and regulatory stakeholders regarding EMS transport operations and system performance.
15. Collaborate with hospitals and healthcare partners regarding patient flow, ambulance offload issues, alternate destination initiatives, Emergency Nurse Communication System (ECNS) coordination, and EMS system efficiency efforts.
16. Participate in regional EMS committees, operational workgroups, healthcare coordination meetings, and interagency planning initiatives.
17. Coordinate with County agencies, regulators, and EMS authorities regarding compliance matters, operational changes, reporting requirements, and system performance expectations.

Clinical / Training Oversight

18. Oversee coordination of EMS training and workforce development activities to ensure alignment between public-based ambulance personnel, subcontracted EMS staff, operational expectations, and system protocols.
19. Supervise the EMS Training Manager responsible for EMS training coordination, operational readiness, continuing education support, and workforce development initiatives.
20. Coordinate with the Medical Director regarding clinical standards, quality improvement initiatives, protocol implementation, and system-wide EMS performance issues.
21. Support EMS quality assurance and performance improvement initiatives involving clinical outcomes, operational effectiveness, customer service, and workforce professionalism.

Administrative / Organizational Leadership



22. Develop division goals, objectives, policies, procedures, and performance standards aligned with CONFIRE JPA strategic priorities.
23. Assist with budget development, financial planning, forecasting, and resource allocation for EMS and Transport Division operations.
24. Promote a culture of professionalism, accountability, customer service, collaboration, and continuous improvement across EMS transport operations and system partners.
24. Ensure compliance with applicable federal, state, and local laws, regulations, contractual obligations, and EMS standards.

Other Duties

25. Provide vacation or temporary relief as required.
26. Perform other related duties as assigned.

Minimum Qualifications

Candidates must meet all the following requirements:

Education: Bachelor's degree from an accredited college or university in public administration, EMS administration, healthcare administration, business administration, emergency management, or a closely related field.

-AND-

Experience: Five (5) years of progressively responsible management, supervisory, or administrative experience involving EMS operations, ambulance transport systems, healthcare operations, emergency communications, fire service administration, public safety operations, or a closely related field. Qualifying experience should include responsibility for one or more of the following: operational coordination, system implementation, contract administration or compliance oversight, stakeholder coordination, program management, organizational leadership, or supervision of personnel or operational programs.

Experience in a fire department leadership, EMS administration, ambulance operations, public safety administration, or regional system coordination environment is highly desirable.

Desired Qualifications:

- *Experience overseeing or coordinating contracted ambulance transport systems*
- *Experience working within a public EMS or fire-based EMS environment*
- *Knowledge of California EMS regulations, ambulance operations, and EMS system design*
- *Experience with EMS contract compliance, deployment analysis, and performance monitoring*
- *Experience coordinating with hospitals, healthcare systems, and EMS agencies*
- *Knowledge of ambulance billing systems, payer structures, and reimbursement models*
- *Experience with EMS quality improvement and clinical performance initiatives*
- *Strong communication, negotiation, and interagency coordination skills*
- *Experience leading organizational or operational change initiatives in complex systems*

Representation unit:

Exempt

Salary Range:

E66B – Benefit Group B

Updated 06/12/2026 JB



EXECUTIVE DIRECTOR

Job Code #: TBD

Salary Range: E85B

Job Description:

Under policy direction of the CONFIRE JPA Administrative Committee, the Executive Director serves as the chief executive officer of CONFIRE JPA and is responsible for the overall administration, leadership, strategic direction, and operational performance of the agency. This position plans, organizes, directs, and evaluates all functions, programs, services, and activities of CONFIRE JPA, including emergency communications, Emergency Medical System (EMS) system coordination, administration, finance, logistics, technology systems, and organizational support services.

The Executive Director provides executive leadership to ensure effective, efficient, and coordinated delivery of services to member agencies and the public. Responsibilities include strategic planning, policy implementation, fiscal stewardship, labor relations coordination, intergovernmental collaboration, regulatory compliance, and organizational performance management. Performs related duties as assigned.

Distinguishing Characteristics:

The Executive Director is the highest-level executive management classification within CONFIRE JPA and serves at the direction of the CONFIRE JPA Administrative Committee/Board of Directors. This position is responsible for the overall administration and performance of the agency and exercises broad authority in setting organizational direction, implementing Board and Administrative Committee policy, and managing agency operations.

This classification is distinguished from lower-level executive and management classifications by its responsibility for agency-wide leadership, governance coordination, strategic planning, executive decision-making authority, and accountability for organizational performance and fiscal sustainability.

The Executive Director exercises direct and indirect supervision over executive, management, supervisory, professional, technical, and administrative staff.

Example of Duties:

Duties may include, but are not limited to:

Executive Leadership / Governance

1. Plan, organize, direct, and evaluate all functions, programs, and operations of CONFIRE JPA.
2. Implement policies and direction established by the CONFIRE JPA Board of Directors and Administrative Committee.
3. Advise and provide recommendations to the Board and Administrative Committee regarding strategic planning, operational issues, fiscal matters, and organizational priorities.
4. Attend and participate in Board meetings, Administrative Committee meetings, committee meetings, and executive leadership discussions.
5. Develop and implement agency-wide goals, objectives, policies, procedures, and performance standards.
6. Provide executive oversight to ensure coordination and alignment across all divisions and functional areas.
7. Serve as the primary executive representative of CONFIRE JPA with member agencies, elected officials, regulatory agencies, labor organizations, and external stakeholders.

Operations / Service Delivery



8. Provide executive oversight of emergency communications operations, EMS system coordination, and related public safety support services.
9. Ensure service delivery meets operational, contractual, and regulatory requirements.
10. Ensure organizational readiness for emergency operations, disaster response, and continuity of operations.
11. Oversee system coordination between dispatch operations, EMS providers, hospitals, member agencies, and other public safety partners.

Administration / Organizational Leadership

12. Oversee organizational development, workforce planning, labor relations strategy, and employee engagement initiatives.
13. Direct administrative functions including human resources, risk management, management information systems, organizational wellness, and policy administration.
14. Promote a culture of professionalism, accountability, customer service, collaboration, and continuous improvement.
15. Provide leadership and direction to executive management staff, including Deputy Executive Directors and assigned Directors.

Finance / Resource Management

16. Direct development and administration of the agency budget and long-range financial strategies.
17. Ensure fiscal accountability, financial sustainability, and responsible stewardship of agency resources.
18. Oversee contracts, grants, procurement, and major service agreements.
19. Direct planning related to facilities, capital assets, communications infrastructure, equipment, and technology systems.

Compliance / Organizational Performance

20. Ensure compliance with applicable federal, state, and local laws, regulations, policies, and contractual obligations.
21. Direct performance management efforts, including quality assurance, strategic initiatives, and continuous improvement programs.
22. Oversee organizational risk management, including operational, financial, legal, and reputational risk management.

Other Duties

23. Perform related duties as assigned.

Minimum Qualifications

Candidates must meet all the following requirements:

Education: bachelor's degree in public administration, business administration, communications, or a closely related field

-AND-

Experience: Ten (10) years of progressively responsible executive or senior management experience in public safety, government administration, emergency communications, EMS systems, or a closely related field, including at least five (5) years in an executive leadership role with responsibility for organizational strategy, budgeting, and personnel management.

Desired Qualifications:



Master's degree in public administration, business administration, communications, or a closely related field

- Executive leadership experience in a complex, multi-agency, or regional public safety environment
- Experience overseeing emergency communications and/or EMS systems
- Strong background in public sector budgeting, finance, and strategic planning
- Experience with labor relations and intergovernmental coordination
- Demonstrated ability to lead organizational change and system integration efforts
- Experience managing large-scale contracts, vendor relationships, and regulatory compliance programs
- Strong communication and relationship-building skills with elected officials, executives, labor groups, and public safety partners
- Demonstrated ability to lead in high-reliability and emergency response environments

Representation unit:

Exempt

Salary Range:

E85B – Benefit Group B

Updated 06/12/2026



HEALTH AND WELLNESS DIRECTOR

Job Code #: TBD

Salary Range: E66B

Job Description:

Under administrative direction of the Deputy Executive Director or Executive Director, plans, organizes, directs, and oversees programs and activities related to organizational health, employee wellness, professional standards, peer support, employee assistance and response services, and workplace investigations for CONFIRE JPA.

This position provides leadership and strategic direction to support a professional, service-oriented, and high-performing organizational culture across CONFIRE JPA and its operational interfaces. Responsibilities include development and oversight of workforce wellness initiatives, organizational culture programs, peer support and CARE Team operations, employee engagement strategies, professional standards coordination, and administrative investigations.

The incumbent works collaboratively with executive leadership, managers, labor representatives, member agencies, and external partners to promote workforce resiliency, organizational accountability, employee wellbeing, and consistent professional standards. Performs related duties as assigned.

Distinguishing Characteristics:

The Health and Wellness Director is a management classification responsible for the development, implementation, and oversight of agency-wide organizational health, wellness, and professional standards programs.

This classification differs from traditional Human Resources or Risk Management classifications by its primary responsibility for organizational culture, workforce wellbeing, peer support systems, professional accountability coordination, and organizational development initiatives affecting employee performance, engagement, and service delivery.

The incumbent exercises direct and indirect supervision over assigned professional, technical, and administrative staff and serves as a strategic advisor to executive leadership on workforce health, organizational culture, and employee conduct matters.

Example of Duties:

Duties may include, but are not limited to:

Organizational Health / Culture

1. Develop, implement, and oversee programs and initiatives that support organizational health, employee engagement, workforce resiliency, and professional culture across CONFIRE JPA.
2. Promote organizational values emphasizing professionalism, accountability, teamwork, customer service, and employee wellbeing.
3. Assist executive leadership in identifying and addressing organizational culture challenges, workforce concerns, and system-wide engagement issues.
4. Conduct organizational assessments, employee feedback initiatives, and workforce climate evaluations; develop recommendations for continuous improvement.
5. Support leadership development initiatives related to communication, professionalism, customer service, and organizational expectations.
6. Coordinate organizational health strategies across dispatch operations, EMS system partners, and administrative functions to support a unified service culture.

Professional Standards / Investigations



7. Oversee professional standards functions related to employee conduct, workplace concerns, and administrative investigations.
8. Coordinate and participate in internal investigations involving personnel complaints, workplace misconduct, policy violations, and related matters.
9. Ensure investigations are conducted in a fair, consistent, timely, and legally compliant manner.
10. Develop and maintain procedures and documentation standards related to professional standards and administrative investigations.
11. Coordinate with Human Resources, legal counsel, Risk Management, and executive staff regarding investigative findings, corrective actions, and compliance matters.

Peer Support / CARE Team

12. Oversee the Peer Support and CARE Team programs, including team development, training coordination, activation procedures, and member support resources.
13. Coordinate employee wellness and resiliency resources related to stress management, critical incidents, behavioral health, and workforce support.
14. Assist in development and implementation of post-incident support processes and workforce recovery initiatives.
15. Coordinate with regional partners, mental health professionals, and support organizations to expand available wellness resources.

Workforce Health / Organizational Development

16. Assist in development and implementation of workforce retention, employee engagement, and organizational improvement strategies.
17. Monitor trends related to employee morale, turnover, complaints, workplace conflict, and organizational performance.
18. Develop recommendations and corrective strategies to improve workforce stability, professionalism, and service delivery.
19. Support hiring and onboarding processes through coordination with Human Resources and participation in background and selection processes, as assigned.
20. Assist with policy development related to employee conduct, workplace expectations, wellness, and organizational standards.

Interagency / Administrative Coordination

21. Collaborate with member agencies, labor groups, EMS providers, and operational leadership to support organizational alignment and workforce effectiveness.
22. Prepare reports, analyses, and recommendations related to organizational health, wellness initiatives, investigations, and workforce trends.
23. Represent CONFIRE JPA in professional organizations, committees, and regional initiatives related to workforce wellness and organizational development.

Other Duties

24. Provide vacation or temporary relief as required.
25. Perform other related duties as assigned.

Minimum Qualifications

Candidates must meet all the following requirements:



Education: Bachelor's degree from an accredited college or university in organizational development, psychology, public administration, business administration, human resources, behavioral science, criminal justice, or a closely related field.

-AND-

Experience: Five (5) years of progressively responsible management, supervisory, or professional experience in organizational development, public safety administration, employee wellness, human resources, investigations, risk management, or a closely related field, including experience involving employee relations, investigations, or workforce support programs.

Desired Qualifications:

- Experience in a public safety, emergency communications, EMS, or fire service environment
- Experience conducting or overseeing workplace or administrative investigations
- Knowledge of peer support, employee wellness, resiliency, or behavioral health programs
- Experience in organizational culture development and employee engagement initiatives
- Familiarity with labor relations environments and personnel processes
- Strong communication, facilitation, and conflict-resolution skills
- Experience managing sensitive or confidential matters requiring discretion and sound judgment
- Training or education related to organizational psychology, leadership development, or workforce wellness.

Representation unit:

Exempt

Salary Range:

E66B – Benefit Group B

Updated 06/12/2026 JB



LOGISTICS MANAGER

Job Code #: TBD

Salary Range: E55C

Job Description:

Under the general direction of the Deputy Executive Director of Business Operations, plans, organizes, directs, and oversees logistics, fleet coordination, facilities coordination, asset management, procurement support, and resource management functions for CONFIRE JPA. The position is responsible for ensuring the availability, accountability, readiness, and cost-effective management of fleet resources, facilities, equipment, communications assets, technology hardware, furnishings, uniforms, and operational supplies supporting emergency communications, EMS system administration, and agency support functions.

This position develops and maintains systems for inventory control, asset tracking, procurement coordination, resource planning, vendor management, and operational support. The position works closely with operational leadership, administrative divisions, contractors, vendors, and partner agencies to support operational readiness, business continuity, and effective resource utilization. Performs related duties as assigned.

Distinguishing Characteristics:

This is a management-level classification responsible for directing and overseeing logistics, fleet coordination, facilities coordination, asset management, procurement support, and operational readiness functions for CONFIRE JPA.

This position exercises independent judgment in planning, coordinating, and managing agency resources necessary to support emergency communications, administrative services, and agency operations. Responsibilities include vendor management, capital asset planning, inventory accountability, facilities coordination, fleet replacement planning, project coordination, and operational logistics oversight.

The Logistics Manager serves as a technical resource regarding logistics planning, inventory systems, procurement processes, asset management, vendor performance, facilities support, and resource deployment strategies. The incumbent may supervise assigned staff and contractors as assigned.

Example of Duties:

Duties may include, but are not limited to:

1. Plan, coordinate, and manage logistics operations, including purchasing coordination, receiving, distribution, inventory control, and asset accountability.
2. Coordinate fleet management activities, including vehicle acquisition, outfitting, vendor maintenance coordination, replacement planning, utilization monitoring, and disposal.
3. Develop fleet replacement schedules and long-range capital planning recommendations.
4. Coordinate vendor services and support contracts necessary to maintain fleet readiness and operational availability.
5. Oversee facilities coordination activities, including maintenance contracts, repairs, improvements, security systems, vendor services, and facility support operations.
6. Coordinate facility projects, renovations, construction activities, space planning efforts, and infrastructure improvements.



7. Monitor vendor performance and contract compliance related to fleet, facilities, logistics, and support services.
8. Monitor and maintain inventory levels to ensure readiness for daily operations, emergency incidents, and continuity operations.
9. Develop and maintain inventory accountability systems for communications equipment, technology assets, uniforms, furnishings, and operational equipment.
10. Oversee asset lifecycle management activities, including acquisition, deployment, maintenance coordination, replacement planning, and disposal of agency equipment and resources.
11. Coordinate with vendors, contractors, service providers, and internal departments to ensure timely delivery of supplies, equipment, services, and support resources.
12. Maintain accurate documentation, asset tracking records, inventory records, and accountability systems in accordance with agency policies and regulatory requirements.
13. Evaluate logistics workflows and implement process improvements to increase efficiency, reduce costs, and enhance operational reliability.
14. Ensure compliance with applicable federal, state, and local regulations, procurement requirements, contract provisions, and organizational policies.
15. Coordinate with Finance staff regarding purchasing, budgeting, capital asset planning, and resource forecasting.
16. Prepare reports, purchasing forecasts, budget recommendations, and long-range planning documents related to logistics, fleet, facilities, and resource management activities.
17. Participate in continuity planning activities and support emergency operations involving resource acquisition, deployment, distribution, and sustainment.
18. Coordinate emergency resource acquisition, staging, distribution, and replenishment activities during incidents and continuity operations.
19. Coordinate and oversee assigned construction, renovation, facility improvement, and infrastructure projects.
20. May manage, train, supervise, and evaluate assigned staff and participate in hiring, disciplinary, and performance management activities as assigned.
21. Provide vacation or temporary relief as required.
22. Perform other related duties as assigned.

Minimum Qualifications:**Education:**

Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Supply Chain Management, Logistics Management, Facilities Management, Construction Management, Public Safety Administration, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

Experience:

Five (5) years of progressively responsible experience in logistics, fleet management, facilities management, procurement, asset management, public safety operations, emergency services support,



construction project coordination, or a closely related field, including three (3) years of supervisory, lead, or project management responsibility.

Desired Qualifications:

- Experience supporting emergency communications, EMS, fire service, local government, or public safety organizations.
- Experience managing fleet replacement programs and vendor-managed maintenance services.
- Experience coordinating facility maintenance, construction, renovation, or capital improvement projects.
- Knowledge of public sector procurement processes, contract administration, and capital asset management.
- Experience with inventory control systems, asset management systems, fleet management systems, facilities management software, or enterprise resource planning systems.
- Professional certifications related to logistics, facilities management, fleet management, procurement, project management, or supply chain management.
- Strong analytical and data-driven decision-making skills, including cost analysis, resource forecasting, project coordination, and performance optimization.

Representation unit:

Exempt

Salary Range:

E55C – Benefit Group C

Updated 6/04/2026 JB



MANAGEMENT ANALYST

Job Code #: 46404

Salary Range: E49D

Job Description:

Under general direction, performs complex administrative, analytical, fiscal, policy, program, and project support work in support of CONFIRE JPA operations and business operations.

The Management Analyst conducts organizational, fiscal, operational, and program analyses; assists with policy and procedure development; supports budget development and monitoring; prepares reports and recommendations; and provides staff support to management on a variety of administrative, financial, operational, and organizational initiatives.

Positions in this classification may be assigned to support finance, contracts and grants, business operations, budget administration, procurement support, reporting, records, special projects, or other administrative service areas, depending on organizational need.

Performs related duties as assigned.

Distinguishing Characteristics:

This is a professional-level classification responsible for performing a wide range of complex administrative and analytical assignments requiring independent judgment, confidentiality, research, data analysis, and knowledge of agency operations and business processes.

The incumbent serves as a resource to management and executive leadership by conducting studies, analyzing programs and procedures, preparing reports, supporting policy development, coordinating projects, and assisting with the implementation of administrative and operational improvements.

This classification is distinguished from clerical and administrative support classifications by responsibility for professional-level analysis, policy and procedure support, fiscal review, project coordination, and recommendations affecting assigned programs or organizational operations.

Depending on assignment, the Management Analyst may support confidential administrative projects, budget development, performance tracking, Board and committee items, records and reporting systems, operational studies, vendor coordination, contract and grant tracking, procurement support, expenditure review, financial reporting, and implementation of approved business process improvements.

Example of Duties:

Duties may include, but are not limited to:

1. Conduct administrative, operational, fiscal, and organizational studies involving staffing, workflows, systems, policies, procedures, programs, service delivery, business processes, contracts, grants, budgets, and financial operations; develop findings and recommendations for management review.
2. Assist management with developing and implementing operational strategies, goals, objectives, performance measures, and administrative processes to support organizational priorities and business operations.
3. Analyze fiscal operations, including budget development, monitoring, forecasting, expenditure tracking, cost analysis, and financial reporting.
4. Assist with preparation, review, monitoring, and administration of assigned budgets; prepare periodic financial, administrative, and operational reports.



5. Develop, review, and assist with the implementation of administrative policies, procedures, forms, guidelines, and internal processes to improve efficiency, consistency, compliance, and accountability.
6. Research, analyze, and interpret federal, state, and local laws, regulations, guidelines, policies, and administrative requirements; evaluate operational or fiscal impacts and recommend appropriate actions.
7. Support grant, contract, agreement, and procurement-related activities by assisting with research, documentation, tracking, reporting, compliance monitoring, expenditure review, deliverable tracking, and coordination with responsible managers or program leads.
8. Assist with monitoring vendor performance, service agreements, project deliverables, timelines, records, and administrative requirements in coordination with assigned managers and subject matter experts.
9. Manage and coordinate assigned special projects and initiatives, including planning, scheduling, implementation tracking, stakeholder coordination, documentation, and evaluation.
10. Conduct studies related to resource utilization, service delivery, workload, staffing, data systems, fiscal controls, administrative processes, and operational efficiency; prepare reports with findings and recommendations.
11. Provide administrative and analytical support for finance, contracts and grants, business operations, budget administration, procurement support, reporting, records management, and other agency functions as assigned.
12. Coordinate with internal staff, member agencies, vendors, consultants, public agencies, and external stakeholders to support programs, resolve administrative issues, gather information, and advance assigned initiatives.
13. Prepare written reports, correspondence, agenda items, policies, procedures, presentations, summaries, analyses, and recommendations for management, executive leadership, committees, and governing bodies.
14. Participate in management and staff meetings; provide analytical input, project updates, and administrative support to assist decision-making processes.
15. Maintain records, databases, tracking systems, project files, fiscal documents, reports, and other materials necessary to support administrative, fiscal, operational, contract, grant, procurement, reporting, and compliance functions.
16. Assist with the implementation of approved recommendations, process improvements, reporting systems, and administrative procedures.
17. Provide vacation or temporary relief as required.
18. Perform other related duties as assigned.

Minimum Qualifications:**Education:**

Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Finance, Accounting, Organizational Leadership, Emergency Management, Public Policy, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

Experience:

Two (2) years of increasingly responsible professional experience involving administrative analysis, budget analysis, program analysis, policy analysis, project coordination, contract or grant support, fiscal analysis, public administration, business operations, procurement support, financial reporting, or operational analysis.

**Desired Qualifications:**

Knowledge of:

- Methods and techniques of research, program analysis, fiscal analysis, and report preparation.
- Principles and practices of budget preparation, monitoring, and administration.
- Administrative policy and procedure development.
- Public agency operations, governance processes, and administrative practices.
- Contract, grant, procurement, vendor coordination, business operations, expenditure tracking, and reporting principles.
- Modern office procedures, records systems, database tools, and computer applications.
- Principles and procedures of records management, documentation, and reporting.
- Applicable federal, state, and local laws, regulations, policies, and administrative requirements.

Ability to:

- Analyze and evaluate programs, policies, procedures, systems, budgets, contracts, grants, business processes, procurement records, financial reports, and administrative practices.
- Interpret and apply laws, regulations, policies, procedures, and organizational requirements.
- Perform complex administrative and analytical work using independent judgment and initiative.
- Prepare clear, concise reports, correspondence, agenda items, summaries, presentations, and recommendations.
- Organize, analyze, and present data effectively.
- Coordinate projects, monitor timelines, track deliverables, and support implementation of assigned initiatives.
- Communicate clearly and professionally, both orally and in writing.
- Work independently, manage multiple priorities, and meet deadlines.
- Respond to inquiries and sensitive issues with professionalism and discretion.
- Establish and maintain effective working relationships with employees, management, member agencies, vendors, partner agencies, and stakeholders.

Representation Unit:

Exempt

Salary Range:

E49D – Benefit Group D

Updated 06/12/2026 JB



PUBLIC INFORMATION OFFICER

Job Code #: 16411

Salary Range: E66B

Job Description:

Under general direction of the Executive Director, the Public Information Officer plans, organizes, coordinates, and implements public information, media relations, community outreach, public education, crisis communications, and strategic communications activities for CONFIRE JPA.

The position is responsible for developing and maintaining effective communication strategies that provide accurate, timely, and consistent information to the public, media, member agencies, partner agencies, elected officials, hospitals, healthcare stakeholders, public safety partners, employees, labor representatives, and the communities served by CONFIRE JPA.

The Public Information Officer supports CONFIRE JPA's emergency communications, EMS transport system, ambulance implementation, public safety coordination, regional service delivery, and organizational initiatives by preparing public messaging, coordinating stakeholder communication, managing media inquiries, supporting incident communications, and developing outreach materials that promote public understanding of CONFIRE JPA's role, services, programs, and responsibilities.

This position serves as CONFIRE JPA's lead public information resource and primary media liaison as assigned. The incumbent provides direction and oversight to assigned communications staff, including Media Specialists, and coordinates the development, review, and release of official communication materials.

Performs related duties as assigned.

Distinguishing Characteristics:

This is a single-position professional classification responsible for developing, coordinating, and administering CONFIRE JPA's public information, media relations, community outreach, public education, and strategic communications program.

The Public Information Officer is distinguished by responsibility for leading communications across a complex regional public safety environment involving emergency communications, EMS transport services, member agencies, subcontracted service providers, public agency partners, hospitals, healthcare stakeholders, County agencies, and communities throughout San Bernardino County.

The incumbent provides strategic communication guidance to the Executive Director, executive leadership, command staff, division leadership, and member agency representatives regarding public messaging, media engagement, stakeholder outreach, community education, crisis communications, and information dissemination.

This classification is further distinguished by responsibility for providing lead direction, coordination, and oversight to assigned communications staff engaged in media production, digital communications, outreach support, social media, public education materials, and related communication activities.



The position requires sound judgment, political sensitivity, public safety awareness, strong writing ability, media judgment, supervisory capability, and the ability to communicate clearly during routine operations, sensitive matters, emergency incidents, system changes, and periods of heightened public interest.

Example of Duties:

Duties may include, but are not limited to:

1. Develop, coordinate, and administer a comprehensive public information, media relations, community outreach, public education, and strategic communications program for CONFIRE JPA.
2. Provide direction, coordination, and oversight to assigned communications staff, including Media Specialists; assign work, review work products, establish priorities, support staff development, and ensure consistency with CONFIRE JPA communication standards.
3. Prepare, review, edit, and coordinate press releases, public statements, talking points, media advisories, fact sheets, website content, social media content, newsletters, presentations, public notices, and other official communications.
4. Serve as CONFIRE JPA's spokesperson and media liaison as assigned; respond to media inquiries and provide accurate, timely, and consistent information during routine operations, emergency incidents, and sensitive or high-profile matters.
5. Develop and implement communication strategies to support CONFIRE JPA's countywide EMS transport system, ambulance service implementation, emergency communications operations, organizational initiatives, and regional public safety responsibilities.
6. Coordinate public messaging and outreach involving member agencies, County departments, public safety partners, hospitals, healthcare stakeholders, subcontracted service providers, labor representatives, and community stakeholders.
7. Advise the Executive Director, executive leadership, command staff, managers, and member agency representatives regarding media engagement, public messaging, crisis communications, stakeholder communication, and community outreach strategies.
8. Plan, coordinate, and support press conferences, media briefings, public meetings, community presentations, stakeholder briefings, demonstrations, special events, and public education activities.
9. Support Joint Information System (JIS), Joint Information Center (JIC), emergency operations center, incident command, and regional public information functions during major incidents, emergency activations, planned events, disasters, system disruptions, or periods of increased public concern.
10. Monitor media coverage, public sentiment, social media activity, stakeholder concerns, emerging issues, public safety trends, and matters affecting CONFIRE JPA's reputation, operations, or public messaging needs.
11. Develop communication plans, outreach campaigns, public education materials, and stakeholder engagement strategies related to emergency communications, EMS transport services, 9-1-1 system use, ambulance operations, system changes, and public safety services.
12. Coordinate with communications staff, PIO counterparts, member agency representatives, County departments, fire agencies, EMS partners, hospitals, and external organizations to ensure consistent regional messaging and coordinated information sharing.
13. Prepare briefing materials, key messages, frequently asked questions, presentation materials, public education content, and executive communication support for internal and external audiences.
14. Manage or oversee CONFIRE JPA digital communication channels, including website content, social media platforms, multimedia materials, public alerts, and other communication tools.
15. Oversee the production of communication materials prepared by assigned staff, including graphics, video, photography, social media content, public education materials, presentations, and outreach materials.
16. Assist with internal communications to support employee awareness, organizational alignment, implementation updates, service changes, emergency notifications, and major agency initiatives.



17. Support public outreach and community education efforts designed to increase understanding of CONFIRE JPA's role in emergency communications, EMS transport coordination, ambulance service delivery, and regional public safety operations.
18. Coordinate messaging related to sensitive, controversial, or high-profile issues, including ambulance system implementation, response performance, service impacts, major incidents, public complaints, misinformation, and stakeholder concerns.
19. Develop and maintain relationships with media representatives, public information officers, community partners, elected official staff, member agency representatives, and other communication stakeholders.
20. Evaluate the effectiveness of public information, media relations, outreach, and communication activities; recommend improvements to enhance public understanding, stakeholder trust, and message consistency.
21. Maintain awareness of laws, regulations, public records considerations, confidentiality requirements, media practices, public safety communication standards, emergency management principles, and best practices related to public information.
22. Provide vacation or temporary relief as required.
23. Perform other related duties as assigned.

Minimum Qualifications:**Education:**

Bachelor's degree from an accredited college or university in Communications, Public Relations, Journalism, Marketing, Public Administration, Emergency Management, Political Science, English, Business Administration, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

Experience:

Five (5) years of progressively responsible professional experience in public information, media relations, journalism, public relations, strategic communications, public sector communications, emergency communications, emergency management communications, public safety communications, or a closely related field.

Experience must include responsibility for preparing and disseminating information to the public, media, stakeholders, or community audiences.

Desired Qualifications:

- Experience working in or with fire service, emergency medical services, emergency communications, emergency management, healthcare, public safety, local government, special districts, joint powers authorities, or other public agency environments.
- Experience providing lead direction, supervision, coordination, or oversight of communications, media, outreach, digital content, or public information staff.
- Experience supporting public information activities during emergency incidents, major incidents, disaster activations, planned events, public safety operations, or Joint Information System functions.
- Experience serving as an organizational spokesperson or conducting on-camera, radio, print, or digital media interviews.



- Experience developing public outreach strategies, community education materials, stakeholder communication plans, or public information campaigns.
- Experience communicating complex or sensitive public agency issues to diverse audiences, including elected officials, public agencies, media representatives, labor groups, community members, and internal staff.
- Experience using social media platforms, website content management tools, digital communication systems, photography, video, graphic design, or multimedia content development.
- Knowledge of media operations, newsroom workflows, editorial decision-making, public records considerations, crisis communications, and emergency public information principles.
- Knowledge of public safety operations, emergency communications, EMS systems, ambulance service delivery, incident command, Joint Information System practices, and regional emergency response coordination.
- Strong writing, editing, verbal communication, public speaking, and presentation skills.
- Ability to prepare clear, accurate, and timely communications in high-pressure, time-sensitive, sensitive, or controversial situations.
- Ability to establish and maintain effective working relationships with employees, executive leadership, member agencies, media representatives, public safety partners, healthcare stakeholders, elected official staff, labor representatives, community organizations, and the public.

Representation Unit:

Exempt

Salary Range:

E66B – Benefit Group B

Updated 06/12/2026 JB



PURCHASER/BUYER

Job Code #: TBD

Salary Range: 33

Job Description:

Under general direction, performs procurement activities for CONFIRE. Responsibilities include acquisition of goods, equipment, supplies, technology hardware, communications equipment, fleet-related resources, facility-related materials, and professional services necessary to support emergency communications, EMS system administration, and agency operations.

The incumbent coordinates procurement processes, prepares specifications and solicitation documents, evaluates vendor responses, administers purchase orders, assists with contract administration activities, and ensures compliance with applicable laws, regulations, policies, and purchasing procedures. Performs related duties as assigned.

Distinguishing Characteristics:

This classification is responsible for performing professional purchasing and procurement activities in support of CONFIRE JPA operations.

The incumbent exercises independent judgment in coordinating purchasing activities, evaluating vendors, developing procurement specifications, and ensuring that procurements meet operational needs, quality standards, and cost-effectiveness. This position works closely with internal departments, vendors, contractors, leadership, and partner agencies to support the agency's mission-critical functions.

Example of Duties:

Duties may include, but are not limited to:

1. Procures materials, supplies, equipment, technology assets, fleet-related resources, facility-related materials, and services to support CONFIRE operations.
2. Reviews purchase requisitions for completeness and accuracy; collaborates with staff to clarify specifications, intended use, and operational requirements.
3. Develops and prepares specifications, scopes of work, and solicitation documents for goods and services; consolidates purchases where appropriate to maximize efficiencies and purchasing power.
4. Solicits quotes and bids through informal and formal procurement processes in accordance with established policies, procedures, and thresholds.
5. Evaluates vendor responses for price, quality, compliance with specifications, and adherence to procurement policies; recommends or executes awards in accordance with established authority.
6. Ensures compliance with applicable procurement policies, contract requirements, and regulatory standards, including public agency purchasing guidelines.
7. Coordinates with vendors to obtain product information, evaluate performance, and ensure quality of goods and services; may conduct vendor outreach or site visits, as appropriate.
8. Resolves routine procurement issues, including damaged goods, delivery discrepancies, incorrect shipments, and invoicing or payment concerns.
9. Monitors vendor performance and contract compliance; assists in negotiating terms and conditions such as pricing, delivery schedules, and service levels.



10. Conduct market research, product evaluations, and cost analyses to support purchasing decisions and long-range procurement planning.
11. Prepare purchase orders, maintain procurement records, and generate reports related to purchasing activities, expenditures, and procurement performance.
12. Coordinate procurement documentation and records necessary to support audits, compliance reviews, grant-funded purchases, and financial reporting requirements.
13. Collaborate with the Logistics Manager and Contracts and Grants Manager to support procurement planning, inventory management, capital asset acquisition, and project implementation activities.
14. Supports the disposition of surplus or obsolete equipment in accordance with established procedures.
15. Coordinate emergency or expedited purchases necessary to support urgent operational or continuity needs.
16. Provides vacation or temporary relief, as required.
17. Performs other related duties, as assigned.

Minimum Qualifications:

Education: Bachelor's degree from an accredited college or university in public administration, business administration, finance, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

-AND-

Experience: Two (2) years of full-time equivalent professional purchasing experience with increasing levels of responsibility, preferably in a public agency or governmental setting.

Desired Qualifications:

- Possession of a professional procurement certification such as Certified Public Procurement Officer (CPPO), Certified Professional Public Buyer (CPPB), or Certified Purchasing Manager (CPM) is highly desirable.
- Experience with public agency procurement processes, competitive solicitations, and contract administration support.
- Experience supporting emergency services, public safety agencies, local government, special districts, or joint powers authorities.
- Knowledge of principles, practices, and techniques related to public procurement, including drafting, administering, and monitoring purchase contracts and enforcing contract provisions.
- Knowledge of applicable federal, state, and local laws, codes, and regulations governing public purchasing, as well as agency policies and procedures.
- Knowledge of recordkeeping practices and procedures related to procurement and purchasing functions.
- Knowledge of grant-funded procurement requirements and documentation standards.
- Experience conducting product and vendor research, including evaluating vendor capabilities and market conditions.



- Ability to develop, analyze, and evaluate bid proposals, purchase requisitions, specifications, and other procurement-related documents.
- Ability to perform cost and price analyses to support purchasing decisions.
- Strong analytical, organizational, and problem-solving skills.
- Ability to establish and maintain effective working relationships with internal staff, vendors, and external partners.
- Ability to organize work, prioritize assignments, and exercise sound independent judgment within established guidelines.

Representation unit:

Non-Represented

Salary Range:

33

Updated 4/15/2026 NL

Updated 5/15/26 BKB



RISK MANAGER

Job Code #: TBD

Salary Range: E55C

Job Description:

Under general direction of the Deputy Executive Director of Administration, the Risk Manager plans, organizes, coordinates, and oversees CONFIRE JPA's risk management, occupational safety, loss prevention, claims coordination, insurance support, workers' compensation coordination, and risk control programs.

The position is responsible for identifying, evaluating, and mitigating organizational risks related to personnel, facilities, vehicles, equipment, contracts, vendors, operations, emergency communications, administrative functions, and public safety support activities. The Risk Manager develops and maintains risk management policies, safety programs, reporting systems, corrective action processes, and loss-control strategies to reduce liability exposure, support regulatory compliance, and protect CONFIRE JPA's personnel and assets.

The Risk Manager supervises assigned staff engaged in safety, loss prevention, and risk control activities and works closely with executive leadership, managers, Human Resources, Finance, Contracts and Grants, legal counsel, insurance representatives, third-party administrators, regulatory agencies, member agencies, and other stakeholders on risk management matters.

Performs related duties as assigned.

Distinguishing Characteristics:

This is a management-level classification responsible for agency-wide risk management, occupational safety, claims coordination, and loss-control programs.

The Risk Manager exercises independent judgment in developing, implementing, and evaluating policies, procedures, training, corrective actions, reporting systems, and mitigation strategies intended to reduce organizational risk and improve safety performance.

This classification is distinguished from the Safety Officer by the Risk Manager's broader responsibility for overall risk management strategy, claims coordination, insurance and liability matters, program oversight, policy development, interdepartmental coordination, and supervision of assigned safety or risk-control personnel.

The position requires knowledge of public agency risk management, workplace safety, workers' compensation processes, claims coordination, insurance principles, regulatory compliance, incident investigation, and loss prevention practices.

Example of Duties:

Duties may include, but are not limited to:

1. Plan, organize, coordinate, and oversee CONFIRE JPA's risk management, occupational safety, loss prevention, claims coordination, insurance support, and risk-control programs.
2. Develop, implement, review, and update risk management policies, safety procedures, loss-control practices, corrective action processes, and related administrative guidelines.
3. Supervise, assign, review, and evaluate the work of assigned staff engaged in safety, loss prevention, incident investigation, occupational safety, regulatory compliance, and risk-control activities.



4. Oversee development, implementation, and maintenance of the Illness and Injury Prevention Program, safety programs, inspection programs, training requirements, documentation practices, and regulatory compliance processes.
5. Monitor compliance with applicable federal, state, and local laws, regulations, standards, and requirements related to occupational safety, risk management, workers' compensation, claims reporting, and workplace safety.
6. Coordinate risk management activities involving workplace injuries, vehicle accidents, property damage, near misses, safety concerns, liability exposures, contractor incidents, and other risk-related matters.
7. Oversee or conduct investigations of workplace injuries, accidents, property damage, safety concerns, and risk-related incidents; review reports, identify root causes, and ensure corrective actions are developed and tracked.
8. Coordinate workers' compensation, liability, property, and other claim-related matters with Human Resources, managers, third-party administrators, insurance representatives, legal counsel, and other appropriate parties.
9. Review incident trends, claims data, workers' compensation information, safety reports, and operational risk data to identify patterns, evaluate exposure, and recommend mitigation strategies.
10. Serve as a liaison with insurance carriers, third-party administrators, legal counsel, regulatory agencies, medical providers, vendors, and other external partners regarding risk, safety, claims, and liability matters.
11. Support insurance administration activities, including renewal coordination, coverage documentation, claims history review, risk exposure analysis, certificates of insurance, and related records as assigned.
12. Coordinate with Contracts and Grants, Finance, Logistics, Human Resources, and other functional areas regarding insurance requirements, indemnification, vendor risk, facility risk, fleet risk, contract compliance, and organizational exposure.
13. Oversee safety inspections, risk assessments, ergonomic reviews, facility reviews, vehicle or equipment-related risk evaluations, and follow-up actions to address identified hazards or exposures.
14. Develop and support safety and risk management training programs related to workplace safety, injury prevention, hazard recognition, claims reporting, regulatory compliance, emergency preparedness, and risk reduction.
15. Prepare reports, analyses, correspondence, briefings, and recommendations related to safety performance, claim trends, incident history, regulatory compliance, corrective actions, and risk mitigation efforts.
16. Advise executive leadership, managers, supervisors, and staff regarding risk management practices, safety concerns, incident response, claims processes, regulatory requirements, and corrective action strategies.
17. Assist in preparing responses to audits, claims, litigation, public records requests, regulatory inquiries, Cal/OSHA matters, and other risk-related proceedings in coordination with appropriate staff and legal counsel.
18. Review plans, specifications, projects, facilities, equipment, operational practices, and vendor activities to identify risk, safety, ergonomic, or liability concerns and recommend corrective actions.
19. Support emergency preparedness, continuity planning, safety committee activities, labor-management safety discussions, post-incident reviews, and organizational risk-reduction initiatives.
20. Maintain required logs, records, files, reports, claim documentation, safety records, insurance records, compliance documentation, and risk management data in accordance with applicable policies and retention requirements.
21. Maintain awareness of public agency risk management practices, insurance trends, occupational safety requirements, workers' compensation processes, claims management practices, and regulatory developments.



22. Provide vacation or temporary relief as required.
23. Perform other related duties as assigned.

Minimum Qualifications:**Education:**

Bachelor's degree from an accredited college or university in Risk Management, Business Administration, Public Administration, Finance, Occupational Safety, Environmental Health and Safety, Emergency Management, Human Resources, or a closely related field.

Experience:

Five (5) years of increasingly responsible professional experience involving risk management, occupational safety, claims coordination, workers' compensation, insurance administration, loss prevention, regulatory compliance, or a closely related field.

Experience must include at least two (2) years of supervisory, lead, administrative, or program management responsibility.

Desired Qualifications:

- Experience managing or supporting risk management, safety, claims, workers' compensation, or loss-control programs in a public agency, public safety, emergency communications, fire service, EMS, special district, joint powers authority, or local government environment.
- Experience supervising or providing direction to safety, risk, claims, administrative, or related staff.
- Experience coordinating with insurance carriers, third-party administrators, legal counsel, medical providers, regulatory agencies, and internal stakeholders regarding claims or risk-related matters.
- Experience with Cal/OSHA requirements, Illness and Injury Prevention Programs, workplace safety programs, incident investigations, safety committees, and corrective action tracking.
- Experience reviewing contracts, insurance requirements, vendor risk, certificates of insurance, indemnification provisions, or liability exposure in coordination with legal or contract staff.
- Experience analyzing claims data, incident trends, workers' compensation information, safety metrics, or risk exposure data.
- Completion of Associate in Risk Management (ARM), Associate in Risk Management for Public Entities (ARM-P), Certified Safety Professional (CSP), or a similar public entity risk management, occupational safety, claims, insurance, or loss-control certification is desirable.
- Strong analytical, organizational, written communication, and problem-solving skills.
- Ability to exercise sound judgment, confidentiality, tact, and professionalism in sensitive, confidential, or high-liability matters.

Representation Unit:

Exempt

Salary Range:

E55C – Benefit Group C

Updated: 06/12/2026



EMS SYSTEM STATUS MANAGER

Job Code #: 60012

Salary Range: 53

Job Description:

Under general direction of the Communications Director, and in close coordination with the EMS and Transport Director, develops, coordinates, monitors, and evaluates EMS system status management plans, ambulance posting strategies, deployment models, and system performance activities supporting CONFIRE JPA's EMS transport system.

The EMS System Status Manager uses operational data, CAD information, GIS mapping, deployment technology, response-time data, historical demand patterns, unit availability data, and system performance metrics to develop daily, weekly, and long-range ambulance posting plans for use by system status controllers, the subcontracted ambulance provider, and public agency ambulance providers.

The position supports communications center operations and EMS transport system performance by evaluating ambulance deployment practices, identifying coverage gaps, reviewing response-time performance, coordinating posting-plan updates, supporting performance exemption documentation, and recommending improvements to system status management practices.

This position does not function as a dispatcher, system status controller, ambulance field supervisor, or direct manager of subcontracted ambulance personnel. The position provides system-level planning, analysis, coordination, and compliance support to ensure ambulance deployment practices align with contractual requirements, operational standards, communications center needs, and regional EMS system objectives.

Performs related duties as assigned.

Distinguishing Characteristics:

The EMS System Status Manager is a specialized EMS system deployment and performance classification responsible for ambulance posting-plan development, system status management coordination, deployment analysis, response-time performance review, and deployment-related compliance support.

This classification is distinguished from dispatch and system status controller classifications by its focus on system-level planning, data analysis, posting-plan development, deployment model evaluation, and performance review rather than real-time call taking, dispatching, or direct radio operations.

This classification is distinguished from EMS Compliance and Performance Analyst classifications by its specialized responsibility for ambulance posting plans, system status management strategies, deployment modeling, response-time exemption support, and operational deployment recommendations.

The incumbent works closely with the Communications Director, EMS and Transport Director, subcontracted ambulance provider, public agency ambulance providers, emergency communications personnel, system status controllers, Compliance Analysts, GIS staff, technology staff, hospitals, County representatives, and other EMS system stakeholders to support efficient and compliant ambulance deployment across the service area.



Example of Duties:

Duties may include, but are not limited to:

1. Develop, maintain, review, and update EMS system status management plans, ambulance posting plans, deployment models, and move-up strategies for use by system status controllers, subcontracted ambulance providers, and public agency ambulance providers.
2. Develop daily, weekly, and long-range ambulance posting plans using operational data, historical demand patterns, CAD information, GIS mapping, deployment technology, unit availability data, response-time standards, and system performance trends.
3. Monitor and evaluate system-generated deployment recommendations, posting-plan adjustments, and related system status management outputs to ensure alignment with contractual requirements and operational expectations.
4. Analyze historical and real-time operational data, including call volume, geographic demand, time-of-day patterns, day-of-week trends, response times, unit availability, hospital wall times, out-of-service time, and unit hour utilization.
5. Use CAD data, GIS mapping, deployment software, dashboards, and analytical tools to evaluate system coverage, ambulance availability, posting effectiveness, and deployment efficiency.
6. Develop posting recommendations based on demand patterns, geographic coverage needs, resource availability, contractual response-time standards, and operational performance data.
7. Coordinate with system status controllers, the subcontracted ambulance provider, and public agency ambulance providers regarding posting plans, deployment expectations, ambulance availability, system coverage, and performance-related deployment concerns.
8. Monitor provider adherence to approved posting plans, deployment practices, move-up expectations, system status management procedures, and contractual performance requirements.
9. Evaluate late responses, response-time performance failures, coverage gaps, deployment decisions, resource availability, and other factors affecting ambulance system performance.
10. Prepare, review, support, and submit documentation related to response-time corrections, performance exemptions, compliance reviews, and deployment-related performance issues.
11. Coordinate with Compliance Analysts to support response-time compliance monitoring, performance reporting, corrective action plans, and contractual accountability processes.
12. Monitor ambulance system performance indicators, including response-time compliance, unit hour utilization, chute time, hospital wall time, unit availability, posting compliance, workload distribution, and geographic coverage.
13. Prepare reports, dashboards, maps, analyses, briefings, and recommendations regarding ambulance deployment, posting effectiveness, response-time performance, system coverage, and operational trends.
14. Identify deployment inefficiencies, coverage weaknesses, recurring late-response patterns, resource utilization concerns, and opportunities to improve system performance.
15. Recommend changes to system status plans, posting locations, deployment models, coverage strategies, and operational practices based on data analysis and system performance trends.
16. Assist with development, implementation, and evaluation of deployment strategies during high-demand periods, special events, major incidents, disaster activations, system disruptions, surge conditions, and other unusual operational circumstances.
17. Coordinate with GIS, CAD, dispatch, technology, and data systems personnel to ensure deployment tools, mapping layers, post locations, unit status data, and reporting systems support accurate system status management.



18. Participate in system performance reviews, after-action reviews, operational debriefings, deployment planning meetings, and EMS system improvement initiatives.
19. Maintain deployment records, posting plans, exemption documentation, compliance materials, data analyses, and related records necessary to support audit readiness, transparency, and contract administration.
20. Maintain awareness of EMS system status management practices, ambulance deployment models, response-time standards, regulatory requirements, contract requirements, and industry best practices.
21. Provide vacation or temporary relief as required.
22. Perform other related duties as assigned.

Minimum Qualifications:

Education:

Associate degree or higher from an accredited institution in Emergency Medical Services, Public Administration, Healthcare Administration, Data Analytics, Geography, Geographic Information Systems, Emergency Management, Business Administration, or a closely related field.

OR

An equivalent combination of education, training, and qualifying experience that demonstrates the ability to perform the duties of the position may be considered.

Experience:

Three (3) years of progressively responsible experience involving emergency medical services, ambulance operations, emergency communications, EMS deployment, public safety operations, system status management, operational analysis, performance reporting, or a closely related field.

Experience must include responsibility for one or more of the following: ambulance deployment, posting plans, CAD or GIS-based analysis, response-time performance review, EMS operations coordination, contract compliance support, system performance reporting, or operational data analysis.

Desired Qualifications:

- Experience with ambulance system status management, posting plans, move-up strategies, deployment modeling, or ambulance resource coordination.
- Experience analyzing EMS response-time performance, unit availability, hospital wall times, unit hour utilization, chute times, workload distribution, or geographic coverage.
- Experience with CAD systems, GIS mapping, deployment software, business intelligence platforms, dashboards, or other operational reporting tools.
- Experience preparing response-time exemption documentation, compliance reports, operational analyses, or performance-related recommendations.
- Experience working with public agency ambulance providers, private ambulance providers, fire agencies, emergency communications centers, EMS agencies, hospitals, or other public safety stakeholders.
- Knowledge of EMS system status management principles, ambulance deployment strategies, response-time compliance standards, and EMS system performance measurement.
- Knowledge of geographic service areas, posting plans, move-up strategies, response zones, demand analysis, and operational coverage models.



- Strong analytical, organizational, and problem-solving skills.
- Ability to interpret complex operational data and translate findings into practical deployment recommendations.
- Ability to communicate effectively with public agency partners, subcontracted ambulance providers, emergency communications personnel, management staff, and regulatory stakeholders.

Representation Unit:

CMU

Salary Range:

53

Updated: 06/12/2026 JB