

CITY OF WATERTOWN POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

Title: *Deputy Chief: Operations* **Department:** *Fire* **FLSA Status:** *Exempt* **DATE:** June 2026

General Summary:

This is an administrative and management position whose duties involve assisting in the planning, organization, and direction of fire and EMS operations within the Watertown Fire Department. Work assignments are under the general direction of the Fire Chief. Assignments are broad in nature and afford the exercise of independent judgment in relation to assisting in the administration and coordination of department operations, and for general direction and participation in fire and EMS operations. Work is reviewed through periodic performance reports, observation of results achieved, and one-on-one conferences. As assigned, this position supervises all shift fire personnel, which may include 1-3 other supervisors. In Absence of Fire Chief, may assume role of Acting Fire Chief.

Duties and Responsibilities:

1. Responds to emergencies; assesses situation, takes mitigating actions to protect lives and preserve property, may assume incident command or other command positions at emergencies, utilizing available resources as necessary to protect the citizens and property of the community
2. Ensure department personnel at all levels are trained to, and consistently apply, established incident command protocols, personnel accountability systems, and scene management standards at all emergency incidents.
3. Establish and maintain the operational standards by which the department manages emergency incidents; conduct or oversee after-action reviews (AARs) for significant incidents, identify performance trends, and implement corrective actions to drive continuous improvement in scene management and response effectiveness.
4. Attends training and meetings to remain current on fire suppression, rescue methods, leadership, management, and EMS skills
5. Monitor and evaluate department response performance metrics, including response times, unit availability, and staffing levels and provide regular findings and recommendations to the Fire Chief.
6. Oversee and audit department State and Federally mandated reporting for accuracy and compliance.
7. Ensure all department apparatus and equipment are maintained in a continuous state of operational readiness; oversee all maintenance programs and coordinate with city fleet services and outside vendors to ensure timely service, repair, and compliance with applicable NFPA apparatus standards; maintain accurate records of maintenance history, inspection status, and out-of-service events.
8. Develop and maintain a long-range apparatus lifecycle and replacement plan; prepare specifications for procurement and manage the acquisition process from bid development through acceptance testing; oversee budgetary requests for fleet maintenance and capital replacement, evaluating past expenditures and projecting future needs.
9. Oversee the maintenance, testing, inspection, and repair of the fire station and all fire station

building systems, including HVAC, plumbing, electrical, apparatus bay doors, fire suppression, detection, and alarm systems; coordinate directly with contractors, vendors, and city departments as appropriate to ensure work is completed on schedule and to standard; conduct regular facility walkthroughs to identify deficiencies, ensure code and safety compliance, and communicate capital improvement needs through the budget process.

10. Serve as the department's primary liaison with the City IT department and regional dispatch/CAD administrator for all public safety technology systems; oversee CAD integration, Mobile Data Terminal (MDT) systems, and station-based IT infrastructure to ensure operational reliability, data accuracy, and continuous system improvement.
11. Manage department radio communications systems, including coordination of programming, maintenance, and repairs; ensure compliance with FCC licensing requirements and coordinate department participation in regional interoperability initiatives to ensure compatibility with mutual aid partners and county/state systems.
12. Participate collaboratively with department leadership in hiring, promotional, and personnel evaluation processes as assigned; support the assessment of personnel readiness and development needs in coordination with the Deputy Chief of EMS/Training; contribute to probationary evaluations and make recommendations to the Fire Chief as appropriate.
13. Analyze operational and organizational gaps within the department and develop actionable recommendations for resolution.
14. Assist with Emergency Management planning and training coordination as it relates to operational response functions; serve as department representative to the Emergency Operations Center (EOC) as directed
15. Participates in staff meetings as required and makes suggestions and recommendations for the attainment of the goals and objectives of the Department.
16. Provide executive-level leadership, supervision, and mentorship to assigned personnel; foster a culture of accountability, professionalism, and continuous improvement; address performance and conduct issues in a timely, consistent, and documented manner in accordance with City HR policies and applicable labor agreement requirements.
17. Ensure all administrative duties, including report writing, data entry, required paperwork, and regular status reports are completed accurately and submitted to the Fire Chief in a timely manner by assigned personnel.
18. Ensure department goals and objectives are accomplished and all assignments are completed on schedule.
19. Oversee the department's ISO rating compliance and Standards of Cover documentation; coordinate data collection, identify deficiencies, and work collaboratively with department leadership to develop corrective action plans and operational improvements that support favorable rating outcomes and inform long-range planning; keep the Fire Chief regularly informed of status and findings.
20. Attend training, seminars, and meetings to remain current on fire suppression, rescue methods, EMS practices, leadership, and management best practices; participate in staff meetings as required and make suggestions and recommendations for the attainment of department goals and objectives.
21. Act as alternate representative for the Fire Chief at any city meeting requiring department presence; assist in planning, organizing, and directing the overall operation of the department.
22. Model honesty, integrity, and adherence to departmental policies and core values; promote a positive department image through professional public conduct.
23. Perform the duties of Fire Chief in his or her absence, as assigned or required.
24. Perform other work duties as assigned.

Required Knowledge, Skills and Abilities:

Knowledge in:

- Firefighting, rescue techniques, fire prevention, and emergency medical services methods, techniques, and practices
- Computer applications involving word processing, data entry, and/or standard report generation
- Regulations, ordinances, and laws regarding a firefighting/emergency services department

Skills in:

- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds, often in situations which may be stressful
- Maintaining safety precautions in performance of work
- Preparing and composing reports and records on activities performed
- Demonstrate productive leadership
- Proficient in using computers and relevant software applications

Ability to:

- Sustain physical effort involving performance of duties in situations of personal danger with exposure to all types of weather conditions and heights.
- Carry equipment with weights up to 50 pounds, traversing a variety of surfaces and elevations and being able to sit, stoop, crawl, bend, climb, and twist while performing the essential functions of this job.
- Maintain Paramedic license, as it is a condition of employment.
- Ability to set and meet productivity goals, complete time-critical projects and manage multiple tasks with varying beginning and end dates.
- Ability to maintain confidentiality.
- Ability to work independently with little or no supervision.
- Ability to use problem-solving skills to successfully resolve issues or problems.
- Ability to establish and maintain effective working relationships with internal and external stakeholders.
- Ability to use reasoning in performing functions such as supervising, managing, leading, instructing, directing, and delegating.
- Ability to exercise judgment, decisiveness and creativity required in situations involving the evaluation of information.
- Ability to communicate in English, clearly, concisely, professionally, and effectively both orally and in writing.
- Ability to use discretion and good judgment in situations not covered by policy or previous practice.
- Demonstrate effective time management.

Physical and Working Environment

- Prolonged periods of sitting at a desk and working on a computer.
- May experience frequent periods of standing, walking, stooping, kneeling, crouching, and lifting.
- Ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Must be able to operate a vehicle and fire suppression and medical response equipment and tools.

Varied work environment encompassing office settings, outdoor work in occasionally poor weather conditions, hazardous traffic areas, in and around structures that may be hazardous and/or unstable and under unfavorable or unsanitary conditions which may include biohazards, air and blood-borne pathogens. Capable of climbing stairs, climbing ladders and maneuvering over obstacles that may be found in the path of travel.

Moderate exposure to environmental conditions on scene or training grounds that impact physical comfort such as poor ventilation and temperature extremes. Requires use of extensive or specialized clothing and/or personal protective equipment such as a respirator or self-contained breathing apparatus. Protective clothing may be subject to wear and damage during operations.

Ability to work under conditions with significant and frequent exposure to environmental factors such as temperature variations and extremes, odors, toxic agents, potential violence, noise, vibrations, machinery, electrical current, explosives, wetness, disease and/or dust, may cause discomfort and where there is a risk of injury.

Regular and continuous physical demands and continuous mental and visual attention to work environment.

Education and Experience Requirements

This position requires at least ten (10) years of experience in fire suppression or emergency services operations, including a minimum of five (5) years in a supervisory or leadership role. A bachelor's degree in Fire Science, Public Safety, or a related field is preferred; however, a combination of relevant experience, training, and education that provides the required knowledge, skills, and abilities may be considered in lieu of a degree. The following certifications and licenses are also required:

At time of hire:

- Wisconsin Driver's License
- Certified as an NREMT and/or State of Wisconsin EMT; Paramedic preferred
- Pro-board or State of Wisconsin Emergency Services Instructor 1
- Pro-board or State of Wisconsin Fire Officer I
- Pro-board or State of Wisconsin Firefighter II
- Pro-board or State of Wisconsin Driver Operator
- Pro-board or State of Wisconsin Aerial Operator
- National Incident Management System (NIMS) Incident Command System (ICS) 700, 800, 100, 200, 300, 400

Within 12 months of hire or as determined by Fire Chief:

- Pro-board or State of Wisconsin Fire Officer II
- Designation as Chief Fire Officer (CFO) or Chief Officer through CPSE (within 3 years of appointment)

Acknowledgement

The City of Watertown is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Watertown will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement or affect the at-will nature of the employment arrangement between the employee and company and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee: _____ Date: _____

Department Head: _____ Date: _____