



JOB DESCRIPTION

- Performs fire response and EMS activities as needed including, but not limited to, assuming incident command, accountability, suppression, ventilation, forcible entry, search and rescue, forcible entry, ventilation, rehab, patient assessment, treatment, and transport.
- Develops Fire & Rescue Department policies, regulations, goals, program priorities, and standard operating procedures. Prepares and periodically updates the Town's Emergency Operations Plan.
- Effectively manages performance of department personnel in accordance with Town policies and the Collective Bargaining Agreement (CBA), including supervising, hiring, promoting, evaluating, training, mentoring, disciplining, performing workplace investigations, and responding to grievances.
- Ensures a quality training program is in place for all members of the department that meets or exceeds industry standards and requirements of the Department of Labor, OSHA, NFPA, State of Maine EMS, and the service needs of the community.
- Conducts all-hazards planning, including comprehensive risk assessments, for the department and jurisdiction with the goal of reducing and/or eliminating injury and liability.
- Ensures risk management practices and safety protocols are consistently followed by department personnel. Performs accident investigations for all workplace injuries.
- Prepares and administers the Fire & Rescue Department's annual operating budget, including the approval of all expenditures, bid preparation, specification design, and allocation of resources.
- Performs strategic planning and goal setting for short and long-range capital and operational needs concerning equipment, apparatus, and personnel; supervises the implementation of such plans.
- Oversees and directs the maintenance, repair, improvement, and replacement of all Fire & Rescue Department vehicles, equipment, facilities, and property.
- Supervises the administrative details of the department, including all personnel matters, record keeping, quality assurance programs, Code Enforcement, Fire Prevention, Fire Investigations, inspections of all multi-family, commercial, and industrial buildings, and Emergency Medical records.
- Supervises the billing and collection of Rescue fees and all other fees charged by the department.
- Supervises and oversees the review of all subdivision, site plans, building construction plans for compliance with local and State ordinances, laws, and codes relating to fire protection measures.
- Supervises and oversees the review and permitting of all sprinkler systems, and alarm systems installed within the Town of Gorham.
- Reviews and recommends the extension of water mains, placement of hydrants, and placement of other water supplies for fire protection measures throughout the Town of Gorham.
- Develops and recommends new ordinances and codes, and changes to ordinances and codes, to the Town Council as it relates to fire protection measures.
- Works closely with the Community Development Department, State Fire Marshal's Office, and other agencies in the enforcement of Town, State, and Fire Codes.
- Consistently demonstrates impeccable judgment, discretion, and ethical decision making in all matters.



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- Actively maintains a Call Company recruitment and retention system to assist in developing and maintaining a strong and diverse call force.
- Keeps abreast of current trends in the field. Demonstrates continuous efforts to improve operations, streamline work processes, and reduce expenditures by employing a variety of innovative methods.
- Encourages and maintains a respectful and harmonious work environment. Employs best practices for positive labor relations, including handling personnel matters in a fair, ethical, and equitable manner.
- Ensures department compliance with CBA provisions. Handles grievances in a timely manner. Assists in labor negotiations and management meetings with union representatives regarding departmental matters.
- Promotes positive public relations. Attends a variety of civic, professional, service, and community group meetings and events.
- Establishes key partnerships with neighboring mutual aid communities. Oversees department participation in regional emergency response teams.
- Collaborates with the Town of Windham Fire Chief in the supervision of a shared Fire Mechanic that primarily works out of the Gorham Public Works garage. Coordinates with the Gorham Public Works Director regarding space and equipment necessary to facilitate Fire & Rescue vehicle maintenance.
- Promotes teamwork, communication, and collaboration among Fire & Rescue Department personnel, Town Manager, Human Resources, Town Departments, School Department, and outside agencies.
- Maintains effective and appropriate working relationships with the Town Manager, elected officials, Town and School staff, outside agencies, business owners, and other members of the general public.
- Maintains records in accordance with federal, state, and local requirements and best practices.
- Attends meetings and other events during and outside normal working hours as needed.
- Performs other related duties as assigned or as needed to ensure the Fire & Rescue Department's safe and efficient operation.

Minimum Qualifications (Recommended)

Education, Training, and Experience:

- Bachelor's Degree in Fire Science, Public Administration, or related field required.
- A minimum of 6 years' of supervisory experience in the fire service required.
- Extensive experience in modern Fire suppression, EMS, and EMA Command operations.
- Professional Certifications Required: State of Maine EMT license or higher; Firefighter II certification or higher.
- Any equivalent combination of education, training, and/or experience that provides the necessary knowledge, skills and abilities may be considered.



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Knowledge, Skills, and Abilities:

- Thorough knowledge of emergency medical services, fire prevention practices, code enforcement issues, and fire suppression practices.
- Ability to analyze the effectiveness of departmental operations, to diagnose its problems, and to correlate its development with changing conditions within the community.
- Ability to effectively plan, assign, and direct the work of subordinate employees, including delegating authority.
- Knowledgeable of safety procedures and protocols for emergency and non-emergency operations.
- Ability to exercise sound judgment and make ethical decisions when directing the operations and activities of personnel and equipment, including during stressful and emergency situations.
- Ability to rapidly make multiple decisions in a short time frame under high stress in rapidly changing conditions, while prioritizing the safety of personnel and the general public.
- Knowledge of the installation and plans review of sprinkler systems.
- Knowledge and ability to interpret and enforce fire and building codes, as well as conduct plans reviews.
- Excellent interpersonal skills with ability to communicate effectively and tactfully, both verbally and in writing.
- Excellent public speaking, presentation, and training skills.
- Knowledge of basic government accounting and budget principles with the ability to responsibly manage a comprehensive budget.
- Ability and willingness to conduct business in an ethical manner at all times and maintain a positive attitude and commitment to the goals and philosophy of the Town.
- Ability and willingness to display a high level of respect and professionalism in the workplace and community at all times and consistently project a positive image of the Town.
- Skilled at delegating authority and responsibility to others when appropriate.
- Self-directed with the ability to work independently, paying attention to detail, in a fast-paced progressive environment while performing multiple tasks and meeting deadlines that are sometimes imposed by others.
- Ability to prioritize daily workload and adjust priorities quickly in response to emerging situations.
- Ability and willingness to remain flexible and adaptable to changing organizational and community needs, conditions, and work responsibilities.
- Intermediate PC skills and proficiency in the following computer software/applications: Microsoft Office: Word, Excel; Google: Gmail, Calendar, and Drive. Ability and willingness to quickly become proficient in all software and social media platforms used by the Fire & Rescue Department.
- Knowledgeable of the Town of Gorham street system, water supply system, and geography.
- Ability to interact with others in a diplomatic and professional manner, oftentimes under adverse or strained conditions.



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- Ability to maintain confidential information and exercise considerable tact in the handling of sensitive matters.
- Willingness to pursue professional development opportunities with the ability to successfully complete any necessary training.
- Ability to consistently work a full week and work flexible hours as needed to accomplish objectives. Must be available for periodic meetings after hours.
- Must be available for emergency calls 24/7 with the ability to periodically work extended hours in high stress emergency situations, including weekdays, evenings, holidays, and weekends.
- Ability to pass a post-offer physical exam and comprehensive background screening process.
- Must hold a valid Class C or higher Driver's License and be insurable in a normal risk pool.
- Must reside within a reasonable response distance from Gorham as determined by the Town Manager.
- Ability to perform all essential functions of the position.

Physical & Mental Requirements

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements:

While performing the duties of this job, the employee is frequently required to work at a computer or stand for prolonged periods of time. Operates computer (hardware and software), telephone, portable radios, and other standard office equipment. Sufficient speech and hearing are needed to clearly convey and receive information over the phone, portable radio, and in person. Must have sufficient vision to perform the essential functions of the job in both daytime and nighttime conditions. While performing the duties of this job, the employee will frequently stand, sit, talk, walk, operate a motor vehicle, inspect documents, reach with hands and arms, as well as use hands to finger, handle or feel objects routinely used to perform job duties. The employee must regularly crouch, bend, stoop, step up, and lift and/or move objects weighing up to 30 pounds independently, such office supplies and other equipment routinely used in the department. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, and sounds associated with job-related objects, materials, and tasks.

When engaged in emergency response duties or related training exercises employee must be able to lift and move up to 100 pounds independently both short and long distances; climb ladders; perform elevated work at heights greater than 10 feet; climb several flights of stairs while carrying heavy equipment; walk over uneven surfaces; and safely wear self-contained breathing apparatus, while wearing full protective clothing in extreme weather conditions.

Mental Requirements:

Work is in a moderate to very high stress environment. Position necessitates a high level of accountability, attention to detail, and decision making under pressure in chaotic situations. While performing the duties of this job, the employee is frequently required to use written and oral communication skills; make expedient and prudent decisions; observe, accurately interpret, and quickly respond to highly sensitive and/or volatile situations, emergencies, and/or persons; read and interpret technical information, such as diagrams, manuals, and legal documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing and intensive conditions;



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manage multiple concurrent tasks; work with constant interruptions; and frequently interact in a calm, professional manner with others. Employee may encounter situations involving emotional or psychological stress where the possibility of loss of life, injury, and property exists. Has access to confidential documents requiring the application of appropriate judgment, discretion, and professional office protocols to ensure the integrity of sensitive information.

Has frequent contact with town officials, employees, the general public, contractors, vendors, and state agencies and representatives. Contacts are primarily in person, by email, telephone, and in writing and involve discussing routine and complex information; contacts with the public require considerable patience, tact and discretion and in many cases confidentiality.

Work Environment

Administrative duties are performed in a typical office setting. Emergency response duties are performed in a wide variety of uncontrollable conditions, such as extreme weather conditions, in and/or around water, hazardous traffic areas, unsanitary conditions, and confined spaces. While performing the routine duties of this job, the employee is occasionally exposed to fumes or airborne particles, vibration, and moving mechanical parts and equipment. When performing emergency response duties, employee may be exposed to extreme heat/cold, extreme weather conditions, strong fumes and/or smoke, toxic or caustic chemicals, airborne chemicals, and bloodborne or airborne pathogens. Other hazards but may include risk of electric shock, exposure to human error, and hostile humans. The noise level is usually moderate but may reach extremes where hearing protection is required. Personal Protective Equipment is provided.