

City of Stockton

Established:	1/27/2026
Resolution:	CC26-
Spec Adopted:	1/28/2026
To CSC:	2/19/2026
Unit:	Mid-Management "B"
FLSA Status:	Exempt
CS Status:	Classified

EMERGENCY COMMUNICATIONS MANAGER

DEFINITION

Under general direction, the Emergency Communications Manager plans, organizes, and directs the programs and operations of the regional 24-hour Fire and Emergency Medical Services (EMS) emergency communications center serving multiple jurisdictions; designs, deploys and maintains all communication equipment/systems, and public safety information system; ensures compliance with applicable federal, state, and local laws, codes, and policies; supervises Division staff; advises the Fire Chief and command staff on telecommunications issues; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position (non-sworn) management classification in the Stockton Fire Department is responsible for managing staff and activities within the Emergency Communications Division of the Special Services Bureau. The Division functions as a regional dispatch center providing Fire and EMS call-taking, dispatch, and communications services to partner agencies throughout the region. This position has extensive contact with Fire managers and staff, other City employees, various public and private organizations, regional public safety partners, and the general public. General direction is provided by a Deputy Chief. Assignments allow for a high degree of administrative decision making when representing the department in meetings with other agencies, boards and commissions, and community groups.

PRINCIPAL DUTIES (Illustrative Only)

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

- Plans, organizes, staffs, directs, and controls the activities of the Emergency Communications Division; establishes priorities and work plans; recommends appropriate service and staffing levels.
- Oversees the development and implementation of division goals, objectives, policies, and procedures; conducts a variety of organizational and operational analyses; recommends modifications to telecommunications operations, policies, and procedures; develops and oversees the implementation of strategies to improve the efficiency and effectiveness of division operations.
- Oversees the Fire Department's radio communications program, including system planning, maintenance coordination, interoperability, and lifecycle replacement in collaboration with Information Technology and regional partners.
- Coordinates multi-jurisdictional communications interoperability and ensures consistent service delivery standards across all participating regional Fire and EMS agencies.
- Manages, develops, recommends, and oversees the preparation and administration of the division budget.
- Selects, assigns, trains, and evaluates subordinate staff; provides professional and technical guidance to staff; works with employees to correct deficiencies; recommends and implements

disciplinary procedures.

- Makes decisions on behalf of the Division in the absence of the Deputy Chief in accordance with departmental policies, rules, regulations, and procedures.
- Responds to emergency situations which may arise in the communications center during off-duty hours.
- Maintains awareness of applicable legislation and assures division compliance with laws, regulations, and codes relevant to the Emergency Communications Division; informs and educates staff regarding changes.
- Serves as a liaison for the division with internal and external groups; receives and responds to citizen inquiries and complaints; coordinates the activities of the Emergency Communications Division with other divisions, departments, and agencies.
- Represents the regional dispatch center in meetings with contracting agencies, mutual-aid partners, and regional governance bodies.
- Represents the telecommunications center to local and national groups; attends and participates in various meetings, classes, conferences and workshops.
- Directs and/or participates in the preparation of complex statistical and narrative reports, correspondence, and other documents; makes or assigns presentations to individuals and/or groups as requested.
- Administers, evaluates, and recommends the implementation of new technology related to public safety communications.
- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Fosters an environment that embraces integrity, service, inclusion and collaboration.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, training, evaluation and discipline;
- Principles and practices of public administration including personnel and program management and budgeting;
- Modern methods and procedures involved in the operation of complex public safety dispatching computer, radio, and telephone systems, including tactical communications and/or strategies when working large scale incidents;
- Principles and practices of regional dispatch governance, inter-agency agreements, and cooperative service delivery models for Fire and EMS communications;
- System status management (SSM) principles and practices for ambulance deployment, including real-time resource allocation and coverage optimization;
- International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatch (EMD) and EMD-Q protocols, standards, and quality assurance procedures used to ensure

- consistent call triage, pre-arrival instructions, and medical prioritization;
- Principles and practices of work-load forecasting and staffing models in an extended-hours environment;
- Public safety records management systems; principles and practices of record keeping;
- Policies, procedures, and operational precedents governing the dispatching of fire, rescue, and emergency medical resources; standard radio communications protocols and FCC regulations; National Fire Protection Association (NFPA) standards; California EMS Authority (EMSA) and Local EMS Agency (LEMSA) policies and procedures; San Joaquin County EMS Agency (SJCEMSA) communication and accreditation requirements; National Emergency Number Association (NENA) and Association of Public-Safety Communications Officials (APCO) standards; Cal OES Fire & Rescue mutual-aid coordination systems; Computer-Aided Dispatch (CAD) and Mobile Data Computer (MDC) systems; and related information technology, software applications, and public-safety communications systems;
- Office procedures, methods and equipment including computers, and applicable software applications, such as word processing, spreadsheets, and databases; and
- Occupational hazards and standard safety practices.

Skill in:

- Managing the operations and activities of a public safety communications center;
- Evaluating and presenting communications center needs;
- Directing the appropriate response to emergency situations as they arise;
- Supervising, planning, organizing, assigning, directing, reviewing and evaluating the work of assigned staff;
- Analyzing complex technical problems, evaluating alternatives and making sound, independent judgments within established guidelines;
- Developing, implementing and interpreting goals, objectives, policies, procedures, work standards and internal controls; guiding and defining both communications operations and employee performance through the use of work plans;
- Preparing clear, concise and competent analytical and technical reports, correspondence and other written materials;
- Using computer applications and technology effectively to complete assigned work in a timely manner;
- Establishing and maintaining effective working relationships with those contacted in the course of the work;
- Conducting presentations before the public, City Council, boards, commissions and other bodies;
- Reading, interpreting, applying and explaining applicable codes, ordinances, laws, regulations, policies, procedures, and legal requirements;
- Utilizing appropriate personal protective equipment, safety procedures and practices for assigned duties;
- Contributing effectively to the accomplishments of City goals, objectives and activities;
- Organizing work, setting priorities, and exercising sound, independent judgment within established guidelines;

- Understanding customers' perspective, concerns, needs and requests; and
- Being professional and keeping calm during hostile interactions.

Education:

Possession of a Bachelor's degree from an accredited college or university. A Master's degree is highly desirable.

Experience:

Five (5) years of increasingly responsible experience in public safety communications, including at least three (3) years in a supervisory capacity, two (2) of which must have been at a level equivalent to a Fire Telecommunications Supervisor with direct Fire and EMS dispatching experience.

Other Requirements:

- Specialized training and/or certification may be required depending on assignment as prescribed by local, state, and/or federal law or regulation.
- As a condition of continued employment, employees assigned to specific areas may be required to obtain and maintain specific valid certifications or training as required by the Fire Chief.

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time while operating a keyboard; occasional walking, squatting, climbing stairs, kneeling, twisting, and crawling;
- Lifting - Occasional lifting and carrying of up to 25 pounds or less;
- Vision - Constant use of overall visual capabilities; ability to read and produce printed material and information displayed on a visual display terminal;
- Dexterity – Constant use of dominate hand with repetitive use, simple grasping using either hand; occasional holding, pushing, pulling, and reaching above and below shoulder level;
- Hearing/Talking – Continuous listening to and talking of normal speech, frequently over noise, in person, by telephone, and in group settings;
- Special Requirements – Primarily work day shifts, frequently work evenings and nights, and occasionally work weekends; may be required to report to work during high level emergencies;
- Emotional/Psychological – Ability to concentrate, make decisions, and work with the public; exposure to unpleasant living conditions/situations involving children and the elderly; occasional encounters with irate/disturbed individuals; ability to exercise sound judgment, especially under stressful situations; and working independently and/or in group settings;
- Environmental Conditions - Occasional to moderate exposure to noise, obnoxious odors, fumes, dust, extreme heat/cold, hazardous materials/substances; work around equipment and machinery; and
- Working Conditions - Primarily performed in an office environment which is moderately quiet but may be loud at times and at some locations.

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City of Stockton

EMERGENCY COMMUNICATIONS MANAGER

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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

APPROVED:

Rosemary Rivas

ROSEMARY RIVAS

DIRECTOR OF HUMAN RESOURCES

DATE: *January 28, 2026*

City of Stockton

Established:	1/27/2026
Resolution:	CC26-
Spec Adopted:	1/28/2026
Resolution:	2/19/2026

Unit:	Unrepresented/MV
Employment Status:	At-Will
FLSA Status:	Exempt
CS Status:	Classified

FIRE SERVICES ADMINISTRATOR

DEFINITION

Under administrative direction, plans, organizes, and directs, through subordinate supervisors, the Administrative Bureau of the Stockton Fire Department; assists the Fire Chief in the oversight, protection, and maintenance of budget controls; performs complex accounting functions, and critical and sensitive administrative, systems, statistical, and other management analyses in support of activities and functions in the Fire Department; assists in the development and implementation of policies and procedures; and performs related work as assigned.

CLASS CHARACTERISTICS

This single-position classification is assigned to the Administration Bureau of the Fire Department. The incumbent is responsible for the Fire Department's budget, finance, and assigned administrative staff; developing and implementing departmental goals and objectives; administering the annual operating and capital budgets and grant funding; and managing the day-to-day activities of the Administrative Bureau. The position also provides administrative and financial leadership for the Department's regional responsibilities, including multi-jurisdictional fire protection arrangements, regional emergency dispatch operations, and participation in the countywide emergency medical services system and the CENCAL Fire & EMS Authority. Assignments allow for a high degree of administrative decision making when representing the Department in meetings with other agencies, boards and commissions, and community groups. This is the highest civilian-level classification in the Fire Department.

PRINCIPAL DUTIES (Illustrative Only)

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

- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the Administration Bureau of the Fire Department; develops and implements management systems, procedures, and standards for program evaluation; plans, organizes, coordinates, administers, directs, and evaluates assigned staff and the work of the bureau.
- Plans, delegates, and oversees the execution of assigned programs and activities; monitors progress and developments, evaluates their impact, and implements policy and procedure improvements.
- Oversees and is responsible for the Fire Department's financial operations and administrative management support functions; provides administrative, analytical, and financial leadership to the CENCAL Fire & EMS Authority, including JPA budget development, revenue forecasting, cost allocation methodologies, multi-year planning, and compliance with Authority policies and procedures; ensures continuity and flexibility of administrative, fiscal, and analytical oversight as regional fire, EMS, and dispatch system structures evolve over time.
- Manages the administrative and financial components of Stockton Fire's regional service responsibilities, including contracted fire protection for the Eastside, Lincoln, Tuxedo-Country Club, and Boggs Tract Fire Districts, and regional Fire and EMS dispatch services for the City

of Lodi, City of Manteca, the Lathrop-Manteca Fire District, and the South San Joaquin County Fire Authority. Provides administrative and financial leadership for the City's participation in the CENCAL Fire & EMS Authority, a joint powers authority holding exclusive emergency ambulance transport rights for Zones X and Y (covering Stockton, Lodi, Tracy, Mountain House, and surrounding areas) and exclusive ambulance dispatch rights for all of San Joaquin County, and oversees related responsibilities tied to CENCAL's public-private partnership with American Medical Response (AMR). Also coordinates administrative and financial activities as needed with the San Joaquin County Emergency Medical Services Authority, the County's designated Local EMS Agency (LEMSA) under California Health & Safety Code §1797.200.

- Develops, negotiates, and manages regional service agreements, joint powers arrangements, MOUs, and cost-sharing frameworks with fire districts, dispatch partners, ambulance system stakeholders, and other public safety agencies.
- Oversees Stockton Fire's administrative and fiscal responsibilities within CENCAL's countywide ambulance transport system, including evaluation of financial impacts associated with deployment strategies, regulatory requirements, and system-level performance metrics.
- Manages administrative components of ambulance transport reimbursement programs, including PP-GEMT cost reporting, intergovernmental transfers, reconciliation processes, and coordination with California Department of Healthcare Services (DHCS), Centers for Medicare and Medicaid Services (CMS).
- Identifies problems, determines analytical approach, obtains and analyzes necessary information, evaluates alternative courses of action and makes recommendations regarding such areas as organizational structure, staffing, facilities, equipment, cost analysis, productivity, and policy or procedure modifications; advises Fire Chief on policy considerations involving financing or having financial impact, related to grants, lobbyist work, funding priorities, Council priorities and department initiatives.
- Conducts regional financial and operational analyses involving call volume trends, workload distribution, system performance, and long-range planning across multiple jurisdictions; prepares reports of study conclusions; develops implementation plans and assists in implementing policy and procedural modifications.
- Interprets departmental and City policies and procedures for staff; ensures compliance of bureau activities to pertinent codes, regulations, and guidelines; monitors and interprets federal, state, and local legislative and regulatory developments affecting regional fire protection, EMS delivery, ambulance reimbursement, 9-1-1 dispatch operations, and system governance; advises departmental leadership on required actions and strategic impacts.
- Maintains liaison with representatives of the various City departments; serves as administrative liaison between Stockton Fire and regional partners, including CENCAL leadership, LEMSAs/county officials, contracted ambulance billing providers, dispatch partners, and fire protection districts.
- Represents the Fire Department in regional committees, governance bodies, and planning groups that oversee fire protection, EMS, dispatch operations, and coordinated multi-agency initiatives; confers with representatives of other governmental agencies, community groups, boards and commissions, vendors, and others.
- Analyzes current and historical trends, determines variances and recommends improved cost effectiveness; prepares requests for grant funds and directs the maintenance of appropriate

records.

- Makes presentations of the department financial status and operations; prepares technical reports, correspondence, and other written materials.
- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Fosters an environment that embraces integrity, service, inclusion and collaboration.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and methods of administration, organizational, economic, and procedural analysis;
- Public administration and management principles and practices, including organization, structure, and functions of a municipal government; administrative and regulatory requirements governing intergovernmental transfers (IGTs), reconciliation processes, and state and federal reimbursement cycles.
- Principles of interagency financial management, cost allocation methodologies, and proportional funding models used across multiple jurisdictions and partner agencies; budgetary and financial record keeping principles and practices;
- Organizational planning techniques, including staffing, goals, objectives, and work standards development;
- Regional Fire and EMS system structures, including fire protection districts, multi-agency dispatch centers, and countywide EMS system governance models;
- EMS reimbursement systems and payment methodologies, including Medicare, Medi-Cal, commercial insurance, private-pay billing, and supplemental funding programs such as Public Provider Ground Emergency Medical Transportation (PP-GEMT).
- Fire, EMS, and emergency communications laws and regulations, including local LEMSA protocols; NFPA codes and standards; related local, state, and federal legislative mandates and regulatory processes that govern and influence fire protection, emergency medical response and delivery of services, dispatch operations, ambulance transport financing, and regional system compliance;
- Business computer user applications, particularly as related to statistical analysis techniques and formulae; and
- Effective written and verbal presentation skills.

Skill in:

- Developing and implementing goals, objectives, policies, procedures, work standards, and supervisory controls;
- Managing and evaluating complex administrative, financial, and operational systems that involve multiple jurisdictions, partner agencies, and regional governance structures;

- Planning, organizing, directing, coordinating, and evaluating the work of the Administration Bureau through subordinate supervisors; selecting, motivating, and disciplining staff and providing for their training and professional development;
- Planning, organizing, and directing a wide variety of financial and budgetary activities; administering EMS reimbursement and supplemental payment programs, including PP-GEMT cost reporting, intergovernmental transfer coordination, financial reconciliation, and compliance oversight;
- Representing the City effectively in meeting with governmental agencies, community groups, boards and commissions, and the public; facilitating collaboration and consensus-building among regional fire agencies, county officials, EMS system administrators, dispatch partners, and contracted service providers in a multi-jurisdictional environment;
- Collecting, evaluating, and interpreting varied information and data to provide recommendations for improvements; analyzing complex and sensitive administrative, operational, economic, political, and organizational problems; evaluating alternative solutions, and reaching sound conclusions;
- Communicating complex regional financial analyses, operational findings, and policy considerations clearly and effectively to elected officials, joint powers boards, executive leadership, and regional public safety partners;
- Interpreting and applying laws, regulations, policies, and procedures; assessing the impact of emerging legislation, regulatory changes, and funding mandates on regional fire, EMS, ambulance transport, and dispatch operations, and incorporating those requirements into departmental plans and policies;
- Coordinating multiple projects and meeting critical deadlines;
- Exercising sound independent judgment within established guidelines; and
- Preparing clear, concise, and complete reports and other written materials.

Education:

Possession of a Bachelor's degree from an accredited college or university. A Master's degree in business administration or public administration is highly preferred.

Experience:

Five years of increasingly responsible administrative or financial management experience, including at least three years in a civilian supervisory or management capacity within a fire service, emergency communications, or emergency medical services (EMS) environment. Possession of the Fire & Emergency Services Analyst (FESA) credential is highly desirable.

Other Requirements:

As a condition of continued employment, the incumbent shall successfully enroll in and complete the following professional development programs within twenty-four (24) months of appointment:

- Ambulance Business Academy, offered by the California Fire Chiefs Association.

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FIRE SERVICES ADMINISTRATOR

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- Civilian Leadership Institute (CLI), or an equivalent leadership development program designed for non-sworn public safety administrators as approved by the Fire Chief.

Within the same twenty-four (24) month period, the incumbent shall also successfully obtain the following professional credential:

- Fire and Emergency Services Analyst (FESA) Credential, issued by the Center for Public Safety Excellence (CPSE).

In addition, the incumbent may be required to complete further training at the direction of the Fire Chief, which may include, but is not limited to:

- Cal Chiefs Administrative Fire Services Section training, relevant to Fire Department business operations, EMS administration, budgeting, or regulatory compliance.
- National Fire Protection Association (NFPA) training or coursework appropriate to the position's duties, professional development needs, or emerging industry requirements.
- National Fire Academy (NFA) courses, including administrative, leadership, financial management, or EMS system-related training appropriate to the position's regional responsibilities and professional development needs.

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time while operating a keyboard; occasional standing and walking;
- Lifting - Occasional lifting of 10 pounds or less;
- Vision - Constant use of overall visual capabilities; ability to read and produce printed material and information displayed on a visual display terminal;
- Dexterity - Frequent holding, grasping, repetitive motion and writing;
- Hearing/Talking - Constant hearing and talking of normal speech, frequently over noise, in person, by telephone, and in group settings;
- Special Requirements - May require weekend or evening work; may need to respond to emergency situations;
- Emotional/Psychological - Constant concentration; frequent public contact; occasional to moderate working alone;
- Environmental Conditions - Occasional to frequent exposure to noise, outdoor conditions;
- Working Conditions - Typically moderately quiet, but may be loud at times; and
- Mental - Ability to understand, remember and apply oral and/or written instructions or other information; ability to make informal presentations, inside and/or outside the organization; ability to speak before groups.

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FIRE SERVICES ADMINISTRATOR

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be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

APPROVED:

Rosemary Rivas

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DIRECTOR OF HUMAN RESOURCES

DATE: *January 28, 2026*