

City of Stockton

FIRE AND EMS SUPPORT SERVICES ANALYST

Established:	
Resolution:	CC26-
Spec Adopted:	
To CSC:	
Unit:	SCEA
FLSA Status:	Non-Exempt
CS Status:	Classified

DEFINITION

Under general supervision, the Fire and Emergency Medical Services (EMS) Support Services Analyst performs a variety of advanced, complex clerical and technical administrative duties that require specialized knowledge of the Fire Department's EMS and training programs; exercises independent judgment within established procedures and provide administrative support to sworn and civilian staff; and performs related duties as assigned.

CLASS CHARACTERISTICS

This is an advanced, journey-level administrative classification assigned exclusively to the Fire Department. Incumbents require working knowledge of Fire Department operations, EMS regulations, and training program administration. The position supports mission-critical functions related to regulatory compliance, personnel readiness, public safety outcomes, regularly works with sworn personnel, external oversight agencies, and time-sensitive documentation.

This position is distinguished from the City's Office Technician classification by its direct support of emergency response-driven programs. In addition to assignments within the Division of Training and the EMS Division, incumbents are cross-trained to assist with Fire Administration functions as operational needs require. This cross-functional design enhances organizational resilience, supports continuity of operations, and aligns with the Fire Department's long-term staffing and succession planning strategies.

PRINCIPAL DUTIES (Illustrative Only)

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

- Performs advanced clerical and technical administrative support duties for the Fire Department's Division of Training, EMS Division, and Fire Department programs.
- Prepares, proofreads, and formats correspondence, reports, memoranda, and other official documents.
- Maintains complex electronic and hard copy filing systems in compliance with City records retention and public records requirements.
- Administers and maintains training, certification, and continuing education records using Vector Solutions.
- Track Emergency Medical Technician (EMT) and paramedic certifications, licensure, and renewal requirements to ensure operational compliance.
- Provide clerical administration of the California Firefighter Joint Apprenticeship Committee (Cal-JAC) Apprenticeship program, including documentation, reimbursement tracking, and audit support.
- Compiles, reconciles, and maintains records related to EMS training funds, reimbursements, and program expenditures.
- Compiles, reconciles, and maintains records related to the state-certified Accredited Local

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Academy (ALA) held at the Stockton Fire training center.

- Assists with onboarding processes for fire academy recruits, EMS personnel, and other Fire Department staff, including records setup, credential tracking, and coordination with the Human Resources Department.
- Prepares statistical, narrative, and compliance reports for internal management and external regulatory agencies.
- Schedules and coordinates training classes, meetings, and departmental events.
- Enters, retrieves, analyzes, and validates data from multiple Fire and EMS databases and tracking systems, including the National Emergency Response Information System (NERIS), ESO, Tablet Command, and ArcGIS-supported (Geographic Information System) platforms.
- Assists with audits, inspections, and regulatory reviews by ensuring accurate, complete, and timely documentation.
- Provides cross-trained clerical support to Fire Administration functions as needed, including records management, scheduling, correspondence, and administrative project support.
- 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, partner agencies, and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Advanced clerical and technical administrative practices;
- Fire Department organizational structure, terminology, and operational support needs;
- EMS systems, training requirements, and certification processes;
- Firefighting Personal Protective Equipment (PPE) types, issuance practices, and inventory control principles;
- Administrative tracking methods for PPE lifecycles, replacement schedules and compliance documentation;
- EMS supply inventory practices, including medication expiration tracking;
- Regulatory and policy requirements related to the documentation, storage, accountability, and security of EMS-controlled substances;
- Vector Solutions learning management system for Fire and EMS training and certification tracking;
- NERIS and ESO software platforms for EMS, incident, and performance data reporting;
- Tablet Command for operational awareness and administrative data support;
- ArcGIS applications used for Fire and EMS data mapping, analysis, and reporting;
- Cal-JAC program requirements and documentation standards;
- County and State EMS regulatory, reporting, and audit requirements;
- Records retention, confidentiality, and public records laws; and
- Basic principles of training administration, onboarding, and compliance tracking.

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Skill in:

- Performing advanced clerical work with accuracy and attention to detail;
- Maintaining complex records and ensure regulatory compliance;
- Organizing work, manage multiple priorities, and meet deadlines;
- Communicating clearly and effectively, both orally and in writing;
- Establishing and maintaining effective working relationships;
- Exercising discretion and maintaining confidentiality; and
- Interpreting and applying policies and procedures.

Education:

Possession of a Bachelor's degree from an accredited four-year college or university with major course work in business or public administration, or a related field.

Experience:

One (1) year of journey-level administrative experience performing analytical or technical office work supporting a Fire Department, EMS program, public safety agency, or similarly regulated organization.

Qualifying Substitution Patterns:

Additional years of experience in a position comparable to the Fire and EMS Support Services Analyst with the City of Stockton in areas such as EMS program coordination, training/certification compliance, or technical administration in a fire department or related setting may be substituted for the education requirement on a year-for-year basis.

Education	Experience
Bachelor's degree (4 years)	1 year of administrative experience in a Fire Department or related setting
90 semester units (3 years)	2 years of administrative experience in a Fire Department or related setting
Associate degree/60 units (2 years)	3 years of administrative experience, including 2 years in a Fire Department or related setting
30 semester units (1 year)	4 years of administrative experience, including 2 years in a Fire Department or related setting
High school diploma/GED	5 years of administrative experience, including 2 years in a Fire Department or related setting

Additional Notes:

- Experience MUST be directly related to the responsibilities of the position.
- Relevant education and professional experience will be evaluated on a case-by-case basis.
- Candidates must demonstrate equivalent competencies and skills through a combination of their documented education and/or work history.

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Other Requirements:

- Must possess a valid typing certificate, issued within the last two years, verifying a minimum typing speed of 40 net words per minute from a recognized organization.

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time while operating a keyboard; occasional standing, bending, squatting, and walking;
- Lifting - Occasional lifting and carrying of up to 30 pounds;
- 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 writing and typing, grasping using either hand; operating office equipment;
- Hearing/Speech – Continuous ability to hear and communicate normal speech, frequently over noise, including in person, by telephone, and in group settings; and
- Special Requirements – Primarily work day shifts; may be required to work occasional evenings, weekends, or overtime in support of training academies, special events, and local emergencies; bilingual capability is desirable.

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
DIRECTOR OF HUMAN RESOURCES

DATE: _____