

City of Stockton

## 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

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| Established:       | 12/16/2025       |
| Resolution:        | CC25-            |
| Spec Adopted:      |                  |
| Resolution:        |                  |
| Unit:              | Unrepresented/MV |
| Employment Status: | At-Will          |
| FLSA Status:       | Exempt           |
| CS Status:         | Classified       |

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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

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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;

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- 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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- 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.

*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*

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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:

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ROSEMARY RIVAS  
DIRECTOR OF HUMAN RESOURCES

DATE: \_\_\_\_\_