



City of Waterville Fire Department

An Equal Opportunity Employer

Position Description

CLASSIFICATION: SUPPORT SERVICES OFFICER

NON-BARGAINING UNIT POSITION (PART-TIME)

FLSA STATUS: EXEMPT

JOB SUMMARY

This is a division leadership support position. Under the general administrative direction of the Fire Chief and Assistant Fire Chief, the **Support Services Officer** plans, organizes, and manages the logistical infrastructure of the department. This position exercises single-point administrative authority over the procurement, multi-year tracking, inventory control, and asset maintenance of all physical department properties—including the emergency apparatus fleet, mechanical rescue tools, facilities, personal protective equipment (PPE), and general station supplies. The Support Services Officer coordinates closely with the on-duty Platoon Shift Lieutenants to maintain seamless response readiness across all stations.

ESSENTIAL DUTIES

- **Fleet Management & Compliance:** Coordinates and schedules preventative maintenance, emergency mechanical repairs, and NFPA-certified annual testing (including pump, ladder, and hose testing) for all front-line and reserve emergency response vehicles to maximize fleet longevity and minimize out-of-service time.
- **Quartermaster & PPE Oversight:** Serves as the department Quartermaster; manages the purchase, routine maintenance, cleaning, tracking, and retirement of NFPA-compliant structural turnout gear, station uniforms, and specialized personal protective apparel.
- **Facilities & Grounds Administration:** Directs capital improvements, utility compliance, routine physical maintenance, and structural repairs across all municipal fire stations, storage hubs, and training yards.

- **Asset Procurement & Bid Writing:** Develops technical equipment specifications for major municipal procurement requests; coordinates directly with city purchasing agents to review bids, evaluate vendor contracts, and manage high-value asset acquisitions.
- **Logistical Scene Support:** Responds to multi-alarm emergencies or major prolonged disasters to establish, manage, and scale the incident logistics branch—overseeing scene power, light trailers, field refueling, hydration/rations, and shelter resources.
- **Inventory Tracking Systems:** Populates and manages the department’s electronic asset tracking software to trace supply levels, vehicle repair logs, and station maintenance histories.
- Assists the Fire Chief and Assistant Fire Chief in the development and implementation of goals, objectives, policies, procedures and priorities of operations.
- Confers, coordinates and works with the firefighters and administrative staff on shift, other city department personnel and as necessary, coordinates with other fire agencies.
- Responds to, operates in, or commands emergency incidents as required and/or assigned.
- Assures appropriate notifications are made as necessary to the Fire Chief and Assistant Chief.
- Coordinates post-incident operations as needed, including post-incident analysis.
- Undertakes and assists with special reports, projects and records; answers requests for department information.
- Coordinates departmental activities with other departments and agencies such as, but not limited to, inter-local agreements with city, county, state and federal governments; coordination with other city supervisors; and presentations to civic groups and schools.
- Performs inspections of all facilities, equipment and personnel.
- Ensures compliance with Waterville Fire Department regulations and policies.
- May serve as liaison or representative of the department with other city departments, outside agencies, groups, businesses and private citizens
- Performs other department related activities and program oversight as assigned by the Fire Chief and Assistant Chief

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Five (5) years’ experience in the firefighting field.
- High School Diploma or equivalent
- Current State of Ohio Firefighter I certification.
- Current State of Ohio Emergency Medical Technician-Basic
- NIMS 100,200,700 and 800 certifications.
- Trained to Hazardous Materials Awareness Level.
- Must possess and maintain a valid Ohio Driver License.

PREFERRED QUALIFICATIONS

- Current State of Ohio Firefighter II certification.
- Current State of Ohio Emergency Medical Technician-Paramedic

- An Associates Degree in Fire Science or related field.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- **Knowledge of Regulatory Standards:** Deep understanding of NFPA, OSHA, and state fire safety codes governing emergency vehicle maintenance, equipment testing parameters, and PPE structural safety envelopes.
- **Logistical & Asset Proficiency:** Strong technical knowledge regarding the operational design, capabilities, and repair needs of fire apparatus pumps, hydraulic extrication tools, and small motorized rescue equipment.
- **Contractual & Vendor Management:** Skill in vetting external mechanics, heavy equipment distributors, and structural building contractors; ability to audit vendor performance metrics strictly against city funding allocations.
- **Communication & Technology Skills:** Advanced proficiency in fire department records management software (RMS), spreadsheets, and procurement programs; ability to author clean, data-driven logistical summaries for the Assistant Fire Chief.
- Ability to plan and direct the preparation of technical and administrative recommendations and reports; ability to create effective working relationships with employees, other agencies and the public; ability to schedule and follow through projects until completion.
- Must be a self-starter and work independently with little direct supervision. Must possess confident communication skills and the ability to communicate information accurately, clearly and as intended.
- Exhibits regular and predictable attendance for shifts, events, meetings, and other departmental functions as directed by the Fire Chief and Assistant Chief.
- Ability to establish rapport and interact professionally, sensitively, and patiently with individuals of all ages and abilities.

PHYSICAL DEMANDS

The physical 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.

- While performing the duties of this job, the employee is frequently required to sit; talk or hear; stand; walk; use hands to manipulate, handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. Specific vision abilities required by this job include near vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- The employee must be able to move objects between 20-50 pounds short distances (20 feet or more), perform duties requiring pulling of 40 pounds or more such as removing hose from apparatus, pulling ceilings, starting power equipment, and opening doors on the apparatus, as well as frequently lift objects weighing 50 to 100 lbs.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in office, vehicles, and outdoor settings, in all weather conditions, including temperature extremes, during day and night shifts. Work is often performed in emergency and stressful situations. Individual is exposed to hearing alarms and hazards associated with fighting fires and rendering emergency medical assistance, including smoke, noxious odors, fumes, chemicals, liquid chemicals, solvents and oils.
- The employee occasionally works near moving mechanical parts and in high precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually quiet in office settings and loud at an emergency scene.

GENERAL INFORMATION

The duties and responsibilities that are set forth in this document are described to meet the general requirements of the position and is not an all-inclusive list. Therefore, additional duties may be assigned as needed. The City of Waterville is an equal opportunity employer that does not discriminate on the basis of race, creed, color, age, sex, religion or national origin.

Position description approved:

Municipal Administrator