



PLATOON CHIEF – FIRE SERVICES

NATURE OF WORK: This is a professional leadership position responsible for assisting the Fire Chief and Deputy Fire Chief in the delivery of all operational fire programs and day to day management of staff and operations. The Platoon Chief of the City of Charlottetown Fire Department is responsible for the operations of a composite Fire Department. The Platoon Chief provides forward thinking leadership with technical and managerial expertise to achieve departmental objectives. The tactical priorities of life safety, incident stabilization, and property conservation drive the goals and initiatives of CFD and fosters a customer service focused approach for all residents and visitors to Charlottetown. The Platoon Chief's role and a sound working relationship with the Fire Chief and Deputy Chief, is essential to the successful overall responsibility for the leadership, development, and management of all CFD personnel.

This job description reflects the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

The confidentiality of City affairs shall be respected and practiced at all times.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Deputy Fire Chief.
- Manages operations within the Fire department, provides direction to and oversight of a professional team of career and volunteer firefighters.
- Works closely with other department managers and relates to Council through the Deputy Fire Chief, Fire Chief and CAO and as otherwise directed, as well as directly through various Standing Committees of Council.
- Develops and fosters close working relations with various external government agencies, consultants, and associated professional groups.
- Deals with the public with integrity and in a professional and courteous manner.
- As a committed member of the senior leadership team for the City of Charlottetown, the Platoon Chief provides valuable input for strategic planning, overall management of the Department's members, to assist the organization in meeting the goals of Council, and acts as a positive role model for all employees throughout the organization in provision of excellent service to our citizens.

PRIMARY FUNCTIONS AND ACCOUNTABILITIES:

- Plans, organizes, and coordinates activities of a modern and diversified composite fire and emergency service.
- Manages and operates fire suppression, fire prevention, fire inspection, fire investigation and emergency preparedness services, within the bounds of established policies and operating procedures.
- Work involves specialized, complex, and often confidential operational and managerial duties, assisting the Fire Chief in both day-to-day and long-term activities, programs, budgets, and plans of the Fire Department.
- Work also involves day to day management of personnel in the Department, including having oversight of Members' performance, coordinating with Members career development initiatives, manages and approves all forms of leave, and disciplines Members, as required.
- Coordinates the everyday operation and positioning of work schedules and training programs for career and volunteer personnel.
- In conjunction with the management team, ensures operations remain within budget and reports to the management team issues that may arise, participates in the preparation of collective bargaining proposals and as needed, as a member of the Employer's bargaining team.
- Demonstrates and ensures that all City and departmental policies, rules, regulations, orders, standard operating procedures and related administrative information are adhered to and effectively communicated. Ensures deviations from policies, rules and regulations and standard operating procedures are dealt with in strict accordance with the collective agreement.
- Acts as a liaison between the Fire Chief, senior officers, career and volunteer members of the Department, and civilian staff, to ensure responsibilities are met, instructions acted upon, problems identified and addressed, and policy and procedures properly formulated and respected.
- Responsible for evaluating the efficiency and effectiveness of Fire Department personnel and ensure that objectives are achieved regularly and systematically.
- Ensures services reflect the changing needs of the community; develops and promotes new skills and capabilities within the Fire Department; and formulates new approaches to the workload and responsibilities of the department.
- Plans, organizes and co-ordinates the allocation of equipment, apparatus, and personnel for maximum operational effectiveness; supervises the performance evaluations of all department personnel.
- Supervises the preparation of the department's operational budget, the procurement of materials, supplies, and equipment, and the maintenance of adequate records and participates in the preparation of specifications for new equipment, stations, and other facilities and equipment.

- Directs the preparation of special orders, instructions, notices, and other forms of communication to the department; directs the preparation of manuals for use of department personnel.
- Responsible for building an effective team and developing positive work relations in a constructive culture, which involves hiring, supervising, engaging, training, and development of all departmental staff.
- Represents Fire Department on an as required basis at meetings such as: City Council; City Management Team; Labor-Management Team; Health & Safety Committees; Emergency Measures Committees; Metro Emergency Response Assoc. and Mutual Aid Groups etc.
- Assists the Deputy Fire Chief in liaising with citizens and outside agencies, in planning for the emergency preparedness needs of the community.
- Acts as the Department Head when assigned by the Deputy/Fire Chief or in their absence.
- Subject to call out for fires and emergency incidents.
- Responsible for identifying and implementing new training initiatives and developing and overseeing the Departmental training schedule.
- Required to attend after-hours and weekend meetings and/or Events on occasion.
- Other duties may be assigned.

REQUIRED COMPETENCIES:

- Provides direct supervision and leadership to assigned personnel, including firefighters, officers, inspectors and administrative staff.
- Coordinates and oversees training programs to ensure personnel are adequately trained and prepared for emergency situations.
- Conducts performance evaluations and provides feedback to personnel to promote professional development and excellence.
- Assists the Deputy Fire Chief in developing and implementing departmental policies, procedures, and operational plans.
- Coordinates and oversees emergency response activities, ensuring compliance with established protocols and safety standards.
- Manages and allocates resources effectively to optimize emergency response capabilities and departmental efficiency.
- Administers performance management and discipline as warranted, in conjunction with the Chief and Deputy Chief and in conjunction with the HR Department.
- Assists in budget preparation and management, including monitoring expenditures, identifying cost-saving opportunities, and ensuring fiscal accountability.

- Assists in the preparation and negotiation of the Collective Agreement.
- Manages administrative functions such as record-keeping, report generation, and documentation of incidents and activities.
- Collaborates with other departments, agencies, and stakeholders to coordinate emergency response efforts and community outreach initiatives.
- Coordinates and completes bi-annual performance evaluations following the City's performance evaluation policy.
- Contributes to the development of long-term strategic plans and initiatives to enhance the department's effectiveness and service delivery.
- Analyzes trends and emerging issues in fire service management and recommend appropriate strategies and solutions.
- Participates in policy development and decision-making processes to support the department's mission and goals.
- Thorough knowledge of fire service administration and the principles, practices and techniques of the Fire Department's operations, an extensive working knowledge of fire suppression, fire inspection, prevention, and investigation techniques
- Demonstrated ability to manage unionized employees and volunteers, and the ability to direct emergency operations, planning, organizing, and directing personnel, apparatus, and equipment efficiently and effectively.
- Genuine interest in the well-being and professional development of staff in an environment that encourages excellence in personal performance, teamwork, and service delivery.
- Experience in development of tender documents, acquisition, and materials management.
- Demonstrated conflict resolution and strong interpersonal skills to build strong internal and external relationships.
- The ability to work calmly and effectively in a stressful environment and to exercise good judgment, particularly in emergency situations.
- Proven managerial leadership skills reflected in sound administrative abilities, attention to detail, sound conceptual thinking and an ability to work and achieve results in conjunction with others.
- Ability to analyze a wide variety of fire and emergency services related issues and to assign and direct staff to address those issues.
- Knowledge of City Bylaws, Provincial Fire Regulations, National Fire Codes, and related statutes, as well as an appreciation for potential legal liabilities.

- Good personal mastery and performance as a team player, with proven ability as a leader in the administration of a fire service, a role model of the behaviours associated with a constructive culture and a commitment to health, wellness, and safety.
- Knowledge of the location of streets, water supplies, fire hazard risks in the City of Charlottetown would be an asset.
- Excellent computer skills with a good working knowledge of Microsoft Office and fire service management software programs.
- Comprehensive knowledge and extensive experience with the use of the National Fire Protection Association's Codes and Standards.
- Thorough experience in fire services with considerable knowledge and field experience in fire suppression, prevention, inspection, and investigation.

REQUIRED QUALIFICATIONS:

- Successful completion or current enrollment in a certified fire service administration program and completion of a certified fire service leadership program or a degree in Fire Science, Public Administration, Emergency Management, or a related field.
- Minimum of 5 years of progressively responsible experience in fire service, including supervisory and management roles, ideally within a union environment. Experience in emergency response coordination and strategic planning is highly desirable.
- Must possess relevant certifications such as Fire Officer II, Fire Instructor II, and Blue Card Incident Command System (ICS) certifications.
- Strong leadership abilities with demonstrated experience in managing and motivating personnel, fostering teamwork, and promoting a positive organizational culture.
- Excellent verbal and written communication skills, with the ability to effectively interact with diverse stakeholders, including departmental staff, elected officials, community members, and partner agencies.
- Proven ability to analyze complex issues, develop innovative solutions, and make sound decisions under pressure.
- Proficient in the use of firefighting equipment, emergency response technologies, and computer applications for administrative tasks.
- Ability to adapt to changing circumstances, prioritize tasks effectively, and manage multiple projects simultaneously.

- Commitment to upholding the highest ethical standards, integrity, and professionalism in all aspects of the job.
- Must have and maintain a valid driver's license
- Prior experience working in a fire department would be considered an asset.
- An equivalent combination of education and experience may be considered.

Salary: \$91,709.12 - \$107,894.80 as per the Management and Non-Union Benefits and Compensation Policy.

How to Apply:

Please submit a cover letter and detailed resume by e-mail to jobs@charlottetown.ca. Your application must be clearly marked “**Application for Platoon Chief – Fire Services**” and submitted by **May 12, 2025, at 4:00 PM**.

Please ensure your application clearly demonstrates how you meet the noted qualifications as applications will be screened based on the information provided. We would like to thank all applicants for their interest; however, only those who are selected for an interview will be contacted.

The City of Charlottetown is committed to equity, diversity, inclusion, and reconciliation and believes in providing a positive working environment where every person feels empowered to contribute. The City encourages applications from underrepresented groups including all designated equity groups with the skills and knowledge to productively engage with diverse communities. If you require an accommodation in any part of the recruitment process, please direct your inquiries, in confidence, to jobs@charlottetown.ca or by calling 902-629-4160.

