

Denver Fire Department
Captain Job Description, January 1996
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General Statement of Duties

Fire Suppression: A Captain manages the day-to-day operation and maintenance of a fire station and the apparatus and personnel assigned to that fire station. A Station Captain serves as a company officer, supervising a crew of Firefighters assigned to a specific fire station on a specific shift, and supervises the company officers and firefighters on other shifts in the same station. Captains supervise a fire crew and the station apparatus dispatched to emergency scenes, including fire scenes, emergency medical calls, hazardous materials incidents, etc. Captains may serve in the capacity of incident commander at emergency incidents.

Support Services and Other Divisions: A Captain manages the day-to-day operation of a support services division such as fire prevention, fire investigation, operations division, training, technical services, administration or human resources. A Captain supervises Lieutenants, Fire Protection Engineers, Technicians, Firefighters or Career Service personnel assigned to a specific division.

Supervision

Captains are responsible to an Assistant Chief or Division Chief of the Fire Department, and receive general direction in the performance of their duties. Captains will consult with their Assistant Chiefs or Division Chiefs regarding day-to-day operations, and matters at the station regarding personnel, apparatus, equipment, etc.

Captains directly and indirectly supervise Lieutenants, Engineers, Technicians, Firefighters or Career Service personnel assigned to a specific fire station or support service division including correcting behavior, mentoring, coaching, and developing personnel.

Interpersonal Relationships

Captains meet with Fire Department staff (e.g., subordinates, colleagues, supervisors) and representatives of other agencies (e.g., police, Denver Health, members of other fire departments, airport officials, City officials, other governmental agency representatives). Captains also interact with citizens and the general public (e.g., motorists, home owners, business owners, homeless individuals) on a regular basis, and conduct activities related to the Fire Department's Mission Statement in their respective areas. These interactions occur during routine day-to-day operations, emergency operations, training classes and exercises, inspections, and educational or informational presentations. Captains occasionally meet with vendors regarding maintenance and repair of fire station facilities or equipment.

Complexity

A Captain's job involves complex tasks and social interactions on emergency scenes, which must be accomplished correctly without taking the time to reference procedures and policies, or to repeat tasks once they have been accomplished. Errors could lead to life safety hazards, property loss, or customer complaints.

Typical Working Conditions

Fire Suppression: Captains live and work in a fire station in 24-hour shifts. This work environment includes many of the same amenities of a home, including kitchens, showers, beds, etc. In this environment, Captains will perform routine day-to-day activities, such as training of subordinates, meeting with supervisors, planning and scheduling work. Outside of the fire station, Captains work in all weather, under extreme emergency conditions (e.g., fires, hazardous materials, auto accidents) performing essential job functions.

Support Services and Other Divisions: Captains typically work a regular day shift (from 8 to 12 hours per day, 4 to 5 days per week) in an office setting. Captains will perform day-to-day activities, such as training of subordinates, meeting with supervisors, planning and scheduling work, and managing projects.

Primary Duties and Essential Functions

Regardless of assignment, all Captains must be able to:

Conduct roll call and evaluate the readiness of personnel and equipment.

Ensure that all assigned personnel are delegated specific station duties and/or support services duties and that they are carrying out these assignments.

Review for accuracy personnel management-related written and computerized documentation (e.g., TeleStaff, FireHouse, Target Solutions, Kronos, leave requests, overtime records).

Complete, maintain, and archive computerized station/company-related documentation (e.g., incident or response reports).

Make sure that assigned personnel have the resources needed to complete their jobs safely.

Monitor the overall work performance and work quality of assigned personnel (daily routine work and emergency responses) for efficiency, effectiveness and safety.

Conduct formal and informal counseling sessions with subordinates in order to correct work deficiencies and develop work skills. Recognize the importance of documentation of formal and informal counseling sessions with subordinates. Document formal and informal counseling sessions with subordinates.

Recognize levels of job performance in others and take appropriate actions to document and correct issues.

Properly document, submit and file actions taken to correct job performance problems in others.

Stay alert/anticipate potential problems which might affect job performance.

Train personnel in proper procedures and protocol to use during emergency incidents.

Ensure training of personnel in day-to-day operations such as fire prevention, public relations, customer service, etc.

Ensure that all assigned personnel are familiar with and promote support for the policies of the department.

Primary Duties and Essential Functions, continued

At the scene of a fire or other emergency incident, work with a fire crew and other fire crews supervised by other company officers to effectively accomplish a specific assignment safely (e.g., extinguishment, search and rescue, salvage and overhaul).

At the scene of a medical emergency, supervise and oversee those providing basic life support and medical treatment to victims, assign tasks, ensure scene safety, and that necessary medical information is obtained.

Respond to structure fires, emergency medical incidents, hazardous materials spills and other emergency incident calls, and supervise a fire crew to ensure safety of crew and others.

Direct a fire crew to accomplish specific tasks at an emergency scene safely (e.g., the placement of apparatus, laying of hose lines, connection to specific water sources).

Implement and develop an overall strategy using the National Incident Management System (NIMS) at emergency incidents, directing assigned or reporting personnel and resources (i.e., function as the Incident Commander).

Within a National Incident Management System (NIMS), function in an assigned position (e.g., Safety Officer, Staging, Operations, Division and/or Group Leader).

Identify suspicious fires and appropriately request response by Fire Investigation and/or the Denver Police Department. Preserve incident scene evidence.

On incident scenes, evaluate, then report to, and consult with the Incident Commander regarding difficult problems, sensitive situations and routine coordination of resources.

Critique/discuss actions taken at emergency calls with personnel involved at the incident.

Perform all emergency scene tasks that are essential job functions for a Firefighter, when necessary.

Consult with the Assistant Chief (or other direct supervisor) regarding difficult problems, sensitive situations and routine coordination of personnel matters.

Develop work or activity schedules for routine activities within the station and within assigned response area.

Conduct informal evaluations of performance of subordinates.

Primary Duties and Essential Functions, continued

Mediate or reconcile differences between or among other crew members, other members of the Department, and/or the general public.

After counseling and if needed, refer employees to an Employee Assistance Program or to outside assistance for problems.

Conduct inspections of assigned personnel, equipment and facilities.

Gather information regarding allegations of personnel misconduct, public complaints, internal complaints, and morale problems within companies or support service divisions. Consult with Internal Affairs regarding fact-finding results, documentation, and take appropriate action(s).

Document and recommend discipline, and provide a written report to supervisor on results of fact-finding of alleged personnel misconduct, public complaints, internal complaints, and morale problems within companies or support divisions.

Coordinate and/or conduct station, company or support services staff training drills.

At the scene of a hazardous materials incident, work with a fire crew and other crews supervised by other company officers to effectively accomplish a specific assignment (e.g., entry team, decontamination team, site access control).

Develop, coordinate, and perform fire prevention and public safety programs for the community (inspections, educational presentations, etc.).

Research and investigate issues for special staff assignments (contract review, station management, coordination with a vendor, budgets, etc.).

Manage a station and supervise other company officers, coordinating information dissemination, financial obligations, problem solving, overall activities and long-range station planning.

Manage a support services division and supervise other officers, coordinating information dissemination, problem solving, overall activities and long-range support services planning.

Manage special projects for the Fire Department (e.g., nozzles, oxygen).

Write special research or staff reports as part of a long-term assignment or one-time project.

Make formal presentations to the public as a representative of the Department at community meetings, educational programs, etc.

Primary Duties and Essential Functions, continued

- Write formal letters or memos to individuals inside and outside of the Fire Department.
- Recognize opportunities to provide special services for the citizens of Denver.
- Manage the maintenance and upkeep of assigned apparatus, tools and equipment.
- Evaluate readiness of apparatus and ordering equipment.
- Evaluate need for special equipment.
- Evaluate functionality of apparatus and equipment (e.g., tools).
- Evaluate needs of station assignment area and make necessary acquisitions.
- Treat customers with dignity and respect (e.g., set example).
- Manage the maintenance and upkeep of a station (e.g., ordering of supplies, the coordination of repairs).
- Develop and train probationary employees. Prescribe corrective actions for probationary employees as needed.
- Evaluate and recommend staffing alignment to ensure the most effective crew efficiencies.
- Provide liaison and staff support services for a Department Division, a Chief Officer, or a Department Committee.
- Make on-site visits to become familiar with specific hazards within response area, work area, and/or assignment.
- Develop pre-fire plans/pre-incident plans for special target hazards.
- Monitor wellness of crew members (physical fitness, psychological, medical, etc.).
- Function as an acting Assistant Chief, taking on all of the duties and responsibilities of this position.
- Enhance the relationship and coordination between the Department and outside agencies (XCEL, Denver Police Department, Denver Health, etc.).
- Provide input where appropriate on department goals and policies.
- Perform the duties of any position at the emergency scene as necessary.

Primary Duties and Essential Functions, continued

Ensure appropriate subordinates are trained to perform the duties of a company officer in the absence of a company officer or other situations.

MINIMUM QUALIFICATIONS

Knowledge Areas, Skills and Abilities

Captains need the following knowledge, skills and abilities in order to perform the essential job functions:

Knowledge of, and ability to effectively implement the National Incident Management System (NIMS).

Knowledge of emergency management procedures during natural disasters and major incidents.

Knowledge of the Denver Fire Department's Mission and Value Statement.

Knowledge of department standards for training and drill requirements.

Knowledge of Department organization and resources.

Knowledge of Department Directives and Guidelines, and requirements for relevant certifications. Knowledge of Denver Mayor's Executive Orders.

Knowledge of emergency scene safety considerations, including personnel, apparatus, tools and equipment.

Knowledge of firefighting tactics and strategies.

Knowledge of fire suppression tools and emergency medical equipment (e.g., appliances, AED, hoses, ladders, apparatus).

Knowledge of readiness requirements for apparatus, equipment and tools (e.g., knowledge of how to prepare for emergency responses).

Knowledge of general operating procedures for pumping apparatus, and ability to oversee pumping operations.

Knowledge of general operating procedures for truck/ladder apparatus, and ability to oversee operation of standard equipment (turntables, elevated platforms, etc.).

Knowledge of "operations level" management requirements for hazardous materials incidents.

Knowledge of Rapid Intervention Team (RIT) operations and responsibilities.

Knowledge of emergency care practices and procedures, including EMS incident management practices.

MINIMUM QUALIFICATIONS, continued

Knowledge of, and ability to apply triage techniques during multi-casualty incidents.

Knowledge of effective supervision principles and managerial practices.

Knowledge of functions and resources of other divisions (e.g., fire prevention, training, technical services, and administration).

Knowledge of fundamental software applications (e.g., Microsoft Office, Kronos, TeleStaff, FireHouse, Workday, Target Solutions).

Knowledge of Mobile Data Terminals (MDT), I-PADs and smart phones.

Knowledge of Departmental policy and procedures regarding personnel management (disciplinary procedures, employee conduct, complaints, assignments, performance, training, scheduling, etc.).

Skill in the fundamental use of computers for data entry and retrieval.

Ability to give appropriate fire-ground and emergency scene commands.

Ability to effectively assign or delegate work to subordinates for routine station activities and/or other division activities.

Ability to effectively assign or delegate work to subordinates during emergency incidents.

Ability to evaluate the results of assigned work and responsibilities, and ability to provide constructive feedback to subordinates.

Ability to recognize performance problems and training needs in subordinate personnel and take effective corrective actions.

Ability to function as a positive role model for subordinate personnel, leading by example, maintaining open lines of communication, and providing a work environment which builds upon the individual differences in personnel while focusing on team building.

Ability to clearly communicate in writing while utilizing proper grammar, spelling, punctuation, format, etc. This includes all routine written work for the job, such as internal memoranda, email, routine documentation and special reports.

Ability to effectively and diplomatically communicate verbally with subordinates, peers, management, allied agencies, and the public in all aspects of the job.

MINIMUM QUALIFICATIONS, continued

Ability to listen to others attentively and with comprehension.

Ability to mediate or reconcile differences between or among others.

Ability to coach and effectively direct subordinate employees in a manner that will build self-esteem and result in higher productivity and cooperation.

Ability to counsel subordinate employees, obtaining cooperation and meaningful progress when addressing substandard performance.

Ability to effectively utilize communications systems (e.g., radios, computers) in all aspects of the job.

Ability to maintain accurate records and schedules of personnel, resources and station operations.

Ability to effectively present classroom and skills-based training.

Ability to interpret and draw basic building formations, maps and pre-plans.

Ability to exercise appropriate judgment in supervisory situations and emergency incidents.

Ability to use common sense and reach logical decisions, including the ability to foresee the consequences of various alternatives.

Ability to obtain and interpret relevant information and data and identify possible causes of problems.

Ability to develop effective solutions and propose appropriate recommendations.

Ability to realize when a decision must be made and the willingness to take action or commit oneself.

Ability to set priorities, coordinate and schedule tasks in a logical manner so as to maximize staff and material resources and meet goals and timelines.

Ability to make proper assignments of personnel and appropriate use of resources.

Ability to think clearly and remain in control during stressful circumstances and emergency operations.

Ability to remain open to new or creative ideas, approaches, or techniques.

Ability to self-start, go beyond what is expected and initiate action rather than just responding to events.

MINIMUM QUALIFICATIONS, continued

Ability to work independently.

Ability to manage projects and priorities.

Ability to effectively utilize interpersonal relationships with citizens, other city agencies, project coordinators, and other governmental agencies.

Ability to effectively implement the Denver Fire Department's Mission and Value Statement.

Ability to recognize potentially unsafe conditions and unsafe practices (e.g., flashover, building collapse, building construction) and take appropriate corrective action.

Ability to solicit input from Department members and incorporate multiple viewpoints to achieve effective outcomes.

Ability to foster, promote and maintain a teamwork environment.

Ability to accept constructive feedback.

Ability to maintain accountability for actions and decisions that impact self and others.

Ability to implement, evaluate, and modify tactical plans during an emergency incident.

Physical Requirements: A Captain must be able to perform the essential physical and mechanical functions of a firefighter as determined by Stanard and Associates, Inc. These requirements went into effect in May of 2001. (See attached).

Experience/Education Requirements

Minimum Education Requirements: Graduation from high school or possession of a GED certificate as required by Civil Service Rules and Regulations.

Minimum Experience Requirement: As required by Civil Service rules.

Necessary Special Requirement: As required by Civil Service rules.

Typical Career Path for Fire Captain

FIRE FIGHTER
LIEUTENANT
CAPTAIN

Essential Physical and Mechanical Functions
Denver Fire Department
(By Stanard and Associates, Inc. - May, 2001)

Physical Functions

- Put on and wear protective equipment
- Open hydrant to charge the hose
- Use 1-3/4 inch hose as an attack line
- Use equipment (e.g., ax, sledge hammer, etc.) to make forcible entries
- Enter smoke filled building/rooms with a hose in hand while wearing full protective clothing
- Crawl on a floor and if you cannot see, feel for the heat of the fire source
- Systematically search for trapped persons
- Drag victims with the help of another firefighter
- Screw the hose connection to the hydrant
- Drag charged 1-3/4 inch hose up stairs and around furniture when fighting a fire
- Carry victims with help of another firefighter
- Use a hose clamp to clamp a charge/uncharged hose
- Wrap a hose around a hydrant to stretch it out and ensure it reaches the plug
- Climb stairs wearing full equipment while responding to a call for service
- Carry heavy equipment (hose pack, medical box, air bottles) up stairs while wearing full equipment
- Support a ladder, and raise the halyard to extend to the desired length, then lower into objective
- Climb an aerial ladder wearing full equipment
- Hold a charged 1-3/4 inch hose unassisted and open the nozzle
- Drag a victim out of a building unassisted while wearing full turnout gear
- Drag accordion folded or flat load, uncharged 2 1/2 or 3 inch hose until it is fully extended
- Drag charged 1-3/4 inch hose unassisted
- Reload hose and put it back onto the pumper/quint
- Remove heavy equipment (i.e., ejector, positive pressure fan, fan, medical box) from the truck; transport and place it in operation unassisted
- Use a pike pole to pull down a ceiling
- Carry a victim out of a building unassisted while wearing full turnout gear
- Carry people unassisted down ladders wearing full turnout gear
- Carry people unassisted via stairs wearing full turnout gear
- Carry a section of rolled hose unassisted
- Lower ladders and re-bed them onto the truck/quint
- Remove an extension ladder from the apparatus unassisted and carry it to its destination
- Operate a charged line from confined spaces
- Operate foam equipment
- Operate a line from heights (e.g., rooftops)

- While on a ladder, direct water at fire
- Operate the ladder pipe from an aerial platform
- Extend the booster line to a fire
- Hoist equipment to upper levels by a rope

Mechanical Functions

- Make and unmake coupling connections
- Operate power tools (e.g., chain saw, circular saw, etc.) during the course of firefighting activities
- Remove the hydrant cap with a wrench
- Safely shut off utility services to buildings in emergency situations
- Operate heavy equipment (e.g., "jaws-or-life", etc.) in response to an emergency
- Operate electrical/gas shut-off valves
- For aerial ladders, set up truck jacks, place chocks, and then position and raise ladder
- Make openings for ventilation using equipment (e.g., saws, axes, etc.)
- Drive firefighting/emergency equipment to and from a scene
- Respond to hazards related to electrical emergencies
- Operate a fire extinguisher
- Inspect a pumper during operation, check gauges