



CLASSIFICATION TITLE: Fire & Emergency Services Analyst	JOB NUMBER: 7218	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Fire and Emergency Services Director or designee	PAY GRADE: 19	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs skilled administrative support to key functional areas of Richland Fire and Emergency Services, including financial, budgetary, and operational analysis, development and implementation of effective business strategies, effective analysis and utilization of data, and related work as apparent or assigned. Work is performed under the general direction of the Fire and Emergency Services Director or designee ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Collaborates with fire and EMS divisions to evaluate and understand their business and financial needs. Assists divisions in securing the necessary resources to provide quality and cost-effective services. Provides and coordinates financial, budgetary, procurement, and business application support as part of a comprehensive and collaborative approach to essential organizational functions.
- Researches and analyzes complex data, extracts and defines relevant information, and develops critical decision-making reports and financial models. Research and analysis may relate to use of personnel, financial, and technology resources; products and market analysis; system capabilities; financial programs; business processes and workflow; and/or budget performance. Assist in the evaluation and

communication of results, including annual reporting and key performance indicators.

- Reviews and analyses current work practices and processes, evaluates effectiveness of service delivery, and assists the department in improving efficiency and productivity. Collaborates with divisions in developing and implementing innovative and effective business strategies to meet the service needs of the organization. As appropriate, introduces data that challenges divisions on the performance of existing business and operational strategies.
- Ensures the organization is leveraging information and technology to improve service efficiency and effectiveness. Provides project and specific business software application support; secures necessary resources; encourage departmental collaboration, and communicates direction to responsible personnel.
- Assist with the development of departmental budgets, financial projections, forecasting models, replacement programs, and staffing strategies. Develops and prepares reports, communicates results, and contributes to the decision-making process.
- Provides ongoing monitoring and evaluation of the results of the business strategies, tactics, and workflow processes to ensure the organization is operating effectively and efficiently in providing value-added public safety services. Results include cash flow and budgetary forecasts, appropriate utilization of technology, quality of products and services purchased, vendor relationships, and/or terms and conditions of contracts.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable federal, state, and local laws, rules, codes, and regulations as related to assigned activities.
- Principles and practices of accounting, finance and statistics.
- Research methods, data collection, sampling technique and statistical analysis.
- Reporting of fire and EMS operations and metrics.
- Modern office practices, methods, procedures, and equipment.
- Broad range of technology and software systems.
- Record-keeping principles, procedures, and techniques.

Skills and Abilities to:

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

- Read, learn, interpret, apply and explain rules, regulations, ordinances, contract requirements, policies, and procedures.
- Maintain a high degree of confidentiality.
- Assist with the design and delivery of data related quality improvement training programs.
- Innovate and adapt to new technology and related applications, business tools, and practices.
- Listen, research, analyze, and effectively present results, and apply principles to perform a variety of business strategies, tactics, and functions.
- Consult, develop options and advise department and division leadership concerning a variety of business related fire and EMS matters.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Proficiency in Microsoft Office Outlook, PowerPoint, Word, Excel and SharePoint, with a working knowledge of Access. Operate a variety of modern office equipment and personal computers using standard or customized software application programs appropriate to assigned activities.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

- Valid driver's license.

EDUCATION AND EXPERIENCE

Associate's degree in public administration, business administration, or related field, and three (3) years of increasingly responsible experience in administrative analysis, budgetary analysis and control, or systems and procedures analysis; or equivalent combination of education and experience.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses

technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.

- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work occasionally requires standing; frequently requires walking, sitting, and using hands to finger, handle or feel; work requires occasional repetitive motions, standing, reaching with hands and arms, and pushing or pulling; work constantly requires speaking and hearing, and exertion of up to 10 pounds, and frequently requires exertion up to 25 pounds, and seldom exertion of up to 50 pounds of lifting and force; work seldom requires stooping, kneeling, crouching or crawling; work has standard vision requirements, vocal communication is required for expressing or exchanging ideas by means of the spoken word, hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, and observing general surroundings and activities; work is generally in a moderately noisy location with frequent interruptions, under potentially stressful and competing deadlines and priorities.

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.



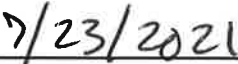
Human Resources Manager



Date




Department Head



Date



City Manager or Authorized Designee



Date

