



<b>DATE</b>	March 2014
<b>JOB CODE</b>	
<b>FLSA</b>	EXEMPT
<b>EEO</b>	

JOB TITLE: Business Systems Supervisor  
 DEPARTMENT/DIVISION: Fire  
 REPORTS TO: Assistant Fire Chief – Support Services

**SUMMARY:** Responsible for supervision and technical operation of the Carrollton Fire Department’s various business systems including records management, emergency preparedness, health care delivery, GIS mapping and personnel management. Work is performed with limited supervision.

**ESSENTIAL JOB FUNCTIONS:**

- Collect data and analyze information needed to assure Carrollton Fire Rescue is efficient in response to emergency/non-emergency operations, fire prevention and emergency management program functions.
- Review and evaluate statistical information to predict future issues by developing charts, graphs and tables identifying the issue and making recommendation(s) to enhance service delivery.
- Prepare EMS, fire and Emergency Management related information in raw data or report form in response to request from staff following established guidelines for dissemination of information.
- Perform, through familiarity with CFR’s health care delivery systems, data analysis in order to develop databases that identify current and future response criteria to include medic placement, peak medic placement, medic deployment schedules, response time and transport time parameters.
- Utilize records management system (RMS) to compile and evaluate reports from emergency run data, fire surveys, fire inspections, investigations, personal training reports and fire hydrant flow data, locations and inspection program in order to enhance CFR’s service delivery models.
- Utilize the City’s ARC GIS mapping program in order to create maps for Automated Vehicle Locations (AVL) program, identifying areas of high volume calls, developing Pre-fire plans, tracking storm related damage and developing apparatus response routes in order to predict response times from various locations.
- Provide training to staff engaged in utilizing various CFR Business Systems.
- Ensures online recruit application process is easily navigated by potential applicants.
- Performs other duties as assigned.

## **SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Serve as primary contact to department staff officers regarding CFR's Business Systems including training, communication and program updates.
- Assist with planning, budgeting, and purchasing of equipment and programs related to CFR's Business Systems.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of the English language, grammar and punctuation;
- Knowledge of report preparation techniques;
- Knowledge of statistical methodologies and techniques;
- Knowledge of database architectures/programming in one or more of the following Microsoft SQL server, MySQL, Microsoft Access and/or Chrystal Reports;
- Knowledge of client/server operating systems and applications;
- Skilled in operating a computer and related software applications;
- Skilled in reading and understanding complex technical information and instructions;
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects;
- Skilled in recognizing problems, collecting data, establishing facts, identifying alternative solutions, drawing valid conclusions; and making appropriate recommendations;
- Skilled in preparing clear and concise reports, including oral, written and audio/visual presentations;
- Skilled in maintaining sensitive and confidential information;
- Skilled in exercising judgment and discretion;
- Skilled in preparing and proof reading a variety of reports and/or documentation;
- Skilled in communicating effectively with a variety of individuals;
- Skilled in business awareness and numerical ability;
- Skilled in quality control techniques and practices;
- Skilled in maintaining records and files;
- Ability to be proactive and self-motivated;
- Ability to show initiative, good judgment and resourcefulness;
- Ability to participates in special studies, projects and activities as assigned;

## **MINIMUM QUALIFICATIONS:**

- Associates Degree in business office systems and support or information systems or an Accredited Technical School certificate.
- Three years increasingly responsible experience in area of expertise.

## **PREFERENCES:**

- Bachelors Degree in management information systems or applied technology and performance management.
- Experience working with CAD, ESO and ARC GIS applications.

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, smelling, and fingering.
- Occasional lifting and carrying of over 25 pounds.
- Work is typically performed in standard office environment.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.