



CITY OF BOULDER

Division Chief, Operations





About the Division Chief, Operations Position

The City of Boulder is seeking a Division Chief, Operations to oversee the operations and management of emergency service delivery, including the Water Rescue, Technical Rescue, and Hazmat specialty teams. This position oversees the training, equipment, and deployment of the specialty teams and ensures the readiness and ability to respond to incidents and emergencies. The Division Chief, Operations routinely provides guidance and direction to the Battalion Chiefs and promotes effective communication between the Battalion Chiefs and the other divisions. The Division Chief also plans and coordinates operational strategies for special events to ensure effective response and support.

The Division Chief, Operations assists with the development and implementation of departmental goals and specific goals, objectives, policies, and procedures for their assigned functions. The position serves as the primary point of contact between the department and the dispatch center to ensure effective communication and coordination during emergency incidents. Importantly, the Division Chief, Operations routinely coordinates with their peer Division Chiefs in the EMS, Fire Marshal, Logistics, Training, and Wildland divisions.

The Division Chief acts in a command or general staff position during major emergencies as needed. This position collaborates with fire leadership to recommend appropriate service and staffing levels in order to provide effective response to emergencies and service to the community. The Division Chief has a role in maintaining discipline within the department and responds to grievances in accordance with departmental and City policies, procedures, and provisions of the collective bargaining agreement. The Division Chief, Operations conducts performance evaluations, provides supervisory and management training to assigned company officers, and conducts critiques of fires and fire suppression strategies and tactics. This position also participates in training and attends conferences, classes, and meetings on fire and personnel-related topics. The Division Chief may serve as an instructor for specialized in-service training.

The Division Chief, Operations provides timely feedback to senior staff, and collaborates to identify problems, conduct investigations, and communicate solutions. As a leader in safety, the Division Chief is responsible for the safety of self, others, materials, and equipment. The Division Chief takes proper safety precautions, utilizes all required safety equipment, anticipates unsafe circumstances, and acts to prevent accidents. The Division Chief also follows all safety regulations, policies, and procedures and is responsible for knowing and complying with all City and department policies.

The Priorities

- Spend the necessary time and effort to form and maintain strong working relationships throughout the fire department. Establish trust and encourage collaboration while continuing to meet [Boulder Fire and Rescue Master Plan](#) goals.
- Become a valued member of the department's leadership team. Bring forward and discuss operational needs, advocate for the Battalion Chiefs, and foster effective collaboration with peer Division Chiefs.
- Build relationships and partnerships at the regional level. Assume an active role in ensuring Boulder's [standard of cover](#) aligns with the regional standard of cover and collaborate to further define and refine regional standard operating procedures, regional response, and mutual aid efforts.
- Lead efforts to update Boulder Fire and Rescue's operational policies and procedures, ensuring consistency and standardization while incorporating advancements in technology and equipment, evolving community needs, and enhanced firefighter safety protocols.
- Provide leadership development and professional growth opportunities to prepare firefighters for increased responsibility and advancement to Chief Officer ranks. Identify new programs and enhance existing services that continue to support the health, wellness, and safety of all staff.
- Maintain and continue to grow positive and productive relationships with union leaders. Participate in collaborative labor-management meetings and contract negotiations and establish realistic expectations as service delivery changes and evolves.

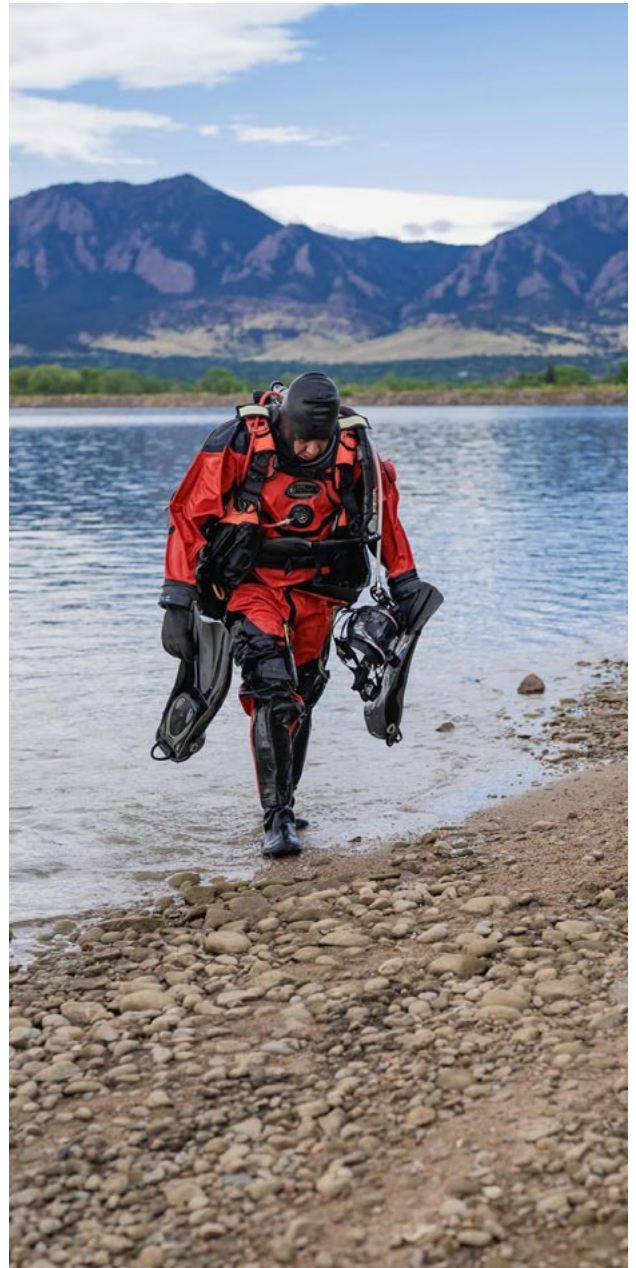
The Successful Candidate

The Division Chief, Operations brings a fresh perspective to the role and is energized by the challenges associated with growth and regionalization. The Division Chief leads by example and is calm under pressure. They are committed to excellence and effectively advocate for the best possible outcomes for Boulder Fire and Rescue.

With a strong operations background, the Division Chief has a progressive mindset and embraces modern views regarding Fire and Emergency Services. They maintain awareness of current trends and proactively look for opportunities to innovate and evolve. The Division Chief, Operations is an effective decision-maker and uses logic, data, and metrics to inform and support decisions.

A natural convener and collaborator, the Division Chief, Operations recognizes the importance of relationships and partnerships at all levels. The successful candidate brings a strong history of developing effective relationships with colleagues and welcomes the opportunity to routinely collaborate with other divisions across the department. They also understand the importance of working with peers at a regional level and proactively seek opportunities to ensure regional response to emergencies and incidents are seamless. The Division Chief values customer service and brings the ability to balance internal and external needs, understanding citywide and regional initiatives and how they may impact the fire department.

The Division Chief, Operations promotes diversity in a respectful and informed way, fostering a welcoming environment based on inclusion, trust, accountability, and empowerment. Strong communication, active listening, and transparency are essential to success. An effective problem solver, the successful candidate is personable, approachable, easy to talk to, and actively engages in open dialogue regarding the operational needs of the department.



Boulder Fire and Rescue Leadership Competencies

- **Command Presence:** Continues to work in the face of obstacles; has a calm steady demeanor; embraces challenges; is willing to take unpopular stance; shows a significant level of effort to achieve goals.
- **Decision-Making Ability:** Makes well-informed, effective, quality, timely decisions; analyzes and understands implications of decisions; takes calculated risks; takes ownership of decisions; strives for excellence; holds self-accountable.
- **Ethics:** Can evaluate right and wrong; has qualities of character, courage, and prudence; committed to core values and beliefs; acts in an ethical way that reflects agency and personal values.
- **Integrity:** Takes responsibility for self and others; represents the truth; maintains confidentiality; demonstrates honesty; keeps commitments; can stand their ground.
- **Courage to Lead:** Is honest and forthright; provides frank and open feedback; faces challenges; has courage to speak up.
- **Problem Resolution:** Employs analytical abilities and pragmatism; can understand a complex situation; confronts issues and looks for long-term solutions.

Qualifications

A minimum of eight (8) years of progressive fire service experience, including at least three (3) years as a company officer. Direct operations experience in a municipal fire department of similar size and scope is ideal. Experience in a University community is desired. Prior experience in a labor environment is strongly preferred. ICS knowledge and understanding are essential, with Blue Card knowledge ideal. Bilingual abilities are beneficial.

A bachelor's degree is required, ideally in Public Administration, Fire Science, Business, Political Science, Fire Protection Engineering, or Education, or an Executive Fire Officer certification. A valid Colorado driver's license (or the ability to obtain a Colorado license) and acceptable motor vehicle driving record is required.

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City will consider any equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.



Inside the City of Boulder

The City of Boulder believes in a future with equitable access to health, prosperity, and fulfillment, where the community adapts and thrives in response to emerging, and sometimes urgent, social, economic, and environmental challenges.

The Sustainability, Equity, and Resilience Framework guides budget and planning processes by providing consistent goals necessary to achieve Boulder's vision of a great community and the actions required to achieve them. Building on a legacy of innovation, Boulder cultivates a creative spirit in order to adapt and thrive in the changing climate.

Boulder continuously works to provide service excellence for an inspired future through our core values:

- **Customer service:** We are dedicated to exceeding the expectations of our community and our co-workers by demonstrating consistent and professional service with a solution-oriented approach.
- **Respect:** We champion diversity and welcome individual perspectives, backgrounds, and opinions. We are open-minded and treat all individuals with respect and dignity.
- **Integrity:** We are stewards of the public's trust and are committed to service that is transparent and consistent with city regulations and policies. We are honorable, follow through on our commitments, and accept responsibility.
- **Collaboration:** We are committed to organizational success and celebrate our shared dedication to public service. We believe community collaboration and the sum of our individual contributions lead to great results.
- **Innovation:** We promote a forward-thinking environment that supports creativity, calculated risks, and continuous improvement. We embrace change and learn from others in order to deliver leading-edge service.

Workplace Culture

The City of Boulder believes that a diverse workforce, individual lived experiences, and an inclusive environment add quality and perspective to the services provided to the public. Therefore, the organization intentionally strives to develop and maintain a diverse workforce that values and embraces differences among employees.

An important component of the City's culture and environment is Boulder's Leadership Philosophy: We believe each of us is a leader. We are motivated by the opportunities to make a positive difference in our community. Our greatest results are achieved when we:

- Create a respectful, trusting, and supportive environment.
- Rely on, invest in, and celebrate each other's perspectives, skills, talents, and accomplishments.
- Consult and collaborate with each other to make timely and quality decisions.
- Share responsibility for and learn from the process and outcomes of a creative culture.

Structure of Local Government

Boulder operates under a council-manager form of government. The elected City Council sets policies, and the Council-appointed City Manager implements them. The Council also appoints the City Attorney and Municipal Court Judge.

The City Council consists of nine members: an elected mayor and eight members elected at large (one of whom serves as the mayor pro tem). Council members can serve up to three terms.

With a 2024 approved budget of \$515.4 Million, the City of Boulder is served by approximately 1500 standard employees. Robust City services are provided through numerous departments and divisions.



Boulder Fire and Rescue

Mission

We exist to protect lives and property from harm through effective risk reduction, emergency response, and recovery assistance.

Vision

People first, safety always, excellence in all we do!

Boulder Fire and Rescue (BFR) is accredited through the Commission on Fire Accreditation International (CFAI) and the Center for Public Safety Excellence (CPSE). The department fights structural, wildland, and other fires; responds to medical emergencies, rescue situations, hazardous material releases, and natural disasters; provides fire-safety education to the public; works with local businesses and organizations by inspecting buildings and reviewing construction plans for fire prevention code compliance; and acts as the designated emergency response authority (DERA) for hazardous materials incidents in the City of Boulder. BFR supports a multi-jurisdiction HazMat team and a stand-alone water rescue team. Boulder encompasses 27 square miles of land and is surrounded by 71 square miles of city Open Space and Mountain Parks (OSMP).

The Fire Chief oversees the department and reports directly to the City Manager. Reporting to the Fire Chief is a Deputy Fire Chief, who leads both Emergency Operations and Support Services. BFR has six Division Chiefs who manage the specific focus areas of Operations, EMS, Logistics, Fire Marshal, Training, and Wildland. Each Division Chief oversees their designated program but works closely with others to ensure cohesion and support across all department functions. The department operates in a highly collaborative way, and this integrated approach allows for enhanced flexibility and efficiency in addressing the department's needs. It also ensures that BFR maintains its high standard of service delivery. With a 2024 approved budget of \$27.57 million, BFR has a staff of 142 across three core program areas.

Administration

Administration comprises the Administrative Office of the Chief, Human Resources and Workforce Development, and External Relationships and Contracts subprogram areas. The Administrative Office of the Chief provides leadership and human resources support for the department, as well as regional networking to develop interdepartmental relationships and agreements. Workforce Development works to promote and foster an environment of employee engagement that reflects dedication to high performance and city values. The External Relationships and Contracts Program manages and expands the department's external relationships in an operationally efficient and fiscally responsible manner to enhance the department's response capabilities.

Emergency Operations

Emergency Operations provides a full range of emergency response services as noted in the City Charter, Boulder Valley Comprehensive Plan, and Department Master Plan. These services are carried out by Emergency Operations personnel stationed at eight strategically located fire stations throughout the city. In addition, several emergency response contracts with cooperative entities ensure resiliency and cost-effective service provision. BFR focuses on community resilience with an All-Hazards response team, improved cardiac outcomes through the growth and implementation of Advanced Life Support (ALS) within Emergency Medical Services, increased firefighter training and equipment throughout Emergency Operations (Fire Rescue), and enhancement of the Water Rescue team within Technical Rescue.

Support Services

Support Services provides essential support and training for the department, including personnel management, accounting, budget, basic payroll, purchasing, and general management of the department. The Support Services program comprises Facilities, Fire Business Services/Finance, Fleet, Internal Services, Occupational Health, Safety Equipment, Strategic Planning, Data and Analytics, Supplies, Equipment, Technology, and Training subprogram areas.

The Boulder, Colorado Community

Boulder, Colorado, is located just 30 minutes northwest of Denver, where the plains meet the Rocky Mountains. Tucked into a picturesque valley below the iconic Flatirons, Boulder has a population of approximately 108,000. The City is a great place to live, work, grow, and play.

Boulder is nationally recognized for its quality of life, thriving tech, research-based economy, and booming real estate market. Boulder is also one of the most educated metropolitan areas in the country. The local public schools are excellent, with Boulder Valley School District consistently ranking among the best in the state. In addition, Boulder is a hub of entrepreneurship, particularly for businesses that value a lifestyle rooted in a love of the outdoors, healthy living, and access to resources.

The University of Colorado at Boulder is currently one of the premier public research institutions in the United States and sits in the heart of Boulder. The University has a strong reputation and is especially known for its engineering and science programs, particularly Earth and Space sciences. There are 17 federally funded science laboratories in Boulder, including the National Center for Atmospheric Research (NCAR) and National Oceanic and Atmospheric Administration (NOAA).

Enjoyment of the outdoors has always been at the forefront of life in Boulder. The community's Open Space and Mountain Parks form a green belt around the City with over 45,000 acres of land that are preserved and protected. Boulder has over 300 miles of public hiking and biking trails, and its mountain parks and open spaces receive well over five million visitors a year. In addition, residents enjoy 1,800 acres of urban parkland and programming through numerous recreation centers and outdoor pools.

Boulder fosters an environment for artists and audiences to be innovative, experimental, creative, and expressive. The City has a large concentration of artists with more than 30 art galleries, four museums, a dozen movie and stage theaters, and a huge variety of cultural performances each year, including the Colorado Shakespeare Festival, Colorado Music Festival, and Chautauqua Summer Series.

According to Bon Appétit magazine, Boulder is America's Foodiest City with local restaurants and chefs insistent on quality, innovation, and flavor. In addition, Boulder is consistently ranked as one of the nation's healthiest places to live and is a mecca for natural and organic products. Farms, dairies, ranches, markets, and restaurants embrace the idea of local, seasonal, and artisanal food production and cooking. The Boulder Farmers Market is the largest outdoor market in the state, providing a venue for local agricultural producers to sell their products directly to the public. For those who love beer, wine, and spirits, there are 21 breweries, four distilleries, two wineries, and two cideries in Boulder.

While each of the characteristics, passions, and industries that Boulder is known for today emerged organically over time, it is how they work together that makes Boulder...Boulder.





Compensation and Benefits

The salary range for the Division Chief, Operations is \$159,855-\$185,777, with an anticipated hiring range of \$159,855 - \$180,593, and will depend on the qualifications of the successful candidate. The City of Boulder is a progressive organization that values employee engagement and well-being. The City recognizes the importance of providing an encompassing health and life benefits program to employees, including Hybrid Work, Flex Schedules, Telehealth and Wellness Incentives, Infants and Dogs at Work Program, Local bus Eco-Pass, and an Employee Discount Program on goods and services throughout the Boulder Community. Additional information can be viewed [here](#).



How to Apply

Respect is one of Boulder's five City Values, and they are committed to racial equity, diversity, and inclusion. The City celebrates and supports differences across all spectrums including but not limited to race, ethnicity, gender, age, ability, and sexual orientation. Through the City's focus on racial equity, employee benefits, and the many program resources offered to employees, Boulder continually strives to weave respect for one another into the fabric of their organization.

Add your voice and talents to the City of Boulder and help them grow in service excellence for an inspired future. Applications will be accepted electronically by Raftelis at jobs.crelate.com. Applicants complete a brief online form and are prompted to provide a cover letter and resume. Open until filled with the first review of applications on **December 2, 2024**.



Questions

Please direct questions to Heather Gantz at hgantz@raftelis.com or Kelsey Batt at kbatt@raftelis.com.