

SUNSHINE COAST REGIONAL DISTRICT

JOB DESCRIPTION

MANAGER, FIRE AND EMERGENCY SERVICES

EXEMPT OR UNION: Exempt

SALARY LEVEL: Exempt Grid

APPROVED BY: CAO

LOCATION: Field Road

DEPARTMENT: Community Services

DIVISION: Fire and Emergency Services

REPORTS TO: GM, Community Services

UPDATED: April 2026

Replaces: *New*

Previous Version

SUMMARY: Reporting to the General Manager, the Manager, Fire and Emergency Services provides strategic leadership and administrative oversight of fire protection, emergency management, FireSmart, and E911 services within the Regional District. The role is responsible for governance through the development and maintenance of bylaws, policies, and service agreements, and leads divisional business planning, financial management, contract oversight, and grant administration. Working in collaboration with Fire Chiefs, the Emergency Planning function, and key partners, the Manager ensures services are delivered in accordance with organizational priorities, Strategic Plan objectives, and regulatory requirements.

KEY RESPONSIBILITIES *include:*

1. Provides leadership in the administration and continuous improvement of fire and emergency services programs, and leads the development and maintenance of bylaws, policies, and service agreements, ensuring effective governance, regulatory compliance, and delivery of services in accordance with organizational priorities, Strategic Plan objectives, and service review recommendations.
2. Leads divisional business planning and financial management, including the development and administration of operating and capital budgets, long-term financial planning, forecasting, and monitoring of expenditures to ensure fiscal accountability, and is responsible for the identification, development, and administration of grant and external funding opportunities, including application coordination, funding compliance, and reporting.
3. Manages contracts and service agreements, including those related to fire protection services, E911 telecommunications, and external service providers, ensuring performance, accountability, and value for service.
4. Supports the coordination and administration of emergency management programs, including preparedness, response, and recovery activities, ensuring alignment with provincial frameworks and regulatory requirements.
5. Oversees the E911 regional telecommunications program, including liaison with partner agencies and planning for next generation 911 services.
6. Establishes and maintains effective working relationships with internal and external stakeholders, including Fire Chiefs, provincial agencies, member municipal staff, service providers, and community partners.
7. Oversees public communication, education, and engagement initiatives related to emergency preparedness, fire safety, and related services, including FireSmart, and ensures the development, delivery, and evaluation of educational materials and programs to support community awareness and resilience.

8. Oversees the recruitment, selection, and performance engagement of SCRD staff, including disciplinary action as required, and oversees the recruitment and retention programs for volunteers in accordance with applicable Regional District bylaws, policies, statutory requirements, and the collective agreement.

TYPICAL ACTIVITIES *include:*

1. Establishes, maintains, implements, and evaluates safe operating procedures, programs, standardized operational guidelines, and ensures compliance with all applicable legislation, bylaws, regulations, and policies.
2. Ensures emergency plans, programs, and related reports are current, and oversees the identification of hazards, vulnerabilities, and risks, and the updating of plans as required.
3. Oversees the development and implementation of policies and procedures to support compliance with applicable training standards, including the BC Structure Firefighter Minimum Training Standards.
4. Coordinates with Fire Chiefs and program leads to ensure appropriate resource planning and program coverage, and provides support to Emergency Operations Centre (EOC) activation as required.
5. Provides business and administrative guidance to senior staff to support emergency response readiness, and ensures effective communication with key stakeholders.
6. Oversees the delivery of Emergency Support Services and maintains liaison with emergency management agencies, service providers, volunteers, and volunteer organizations, and oversees the administration of dispatch service agreements, including E-Comm.
7. Provides oversight of public education, training, and outreach initiatives, including the development and delivery of materials and presentations, and evaluates their effectiveness.
8. Oversees recruitment, selection, and performance management of staff and volunteers, including performance feedback and disciplinary processes as required.
9. Monitors divisional budgets, reviews expenditures, and approves spending within established limits to ensure fiscal accountability.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Post-secondary degree, in public or business administration, fire services, emergency management, or related field, ideally supplemented by relevant certification such as fire services and emergency management.
- Minimum seven (7) years' progressively more responsible relevant experience.
- A valid Class 5 Driver's Licence.
- An equivalent combination of education and experience may be considered.

OTHER SKILLS/KNOWLEDGE/ABILITY

- Working knowledge of applicable provincial and local government statutes, regulations, bylaws, and policies including advanced level technical knowledge of administrative methods, techniques and practices as applied to Fire Department and emergency operations.
- Ability to develop, maintain, and support development of neighbourhood emergency plans, programs, and responses.
- Demonstrated skills in team leadership and development, including the ability to develop rapport, establish effective working relationships with volunteers, Regional District staff, elected officials, and external stakeholders with appropriate tact and diplomacy.
- Skilled in oral and written presentation and training techniques.

- Ability to effectively manage budgets and to read, analyze, and interpret financial statements and statistical data.
- Knowledge of management and labour relations principles and practices.
- Proficient with standard software packages such as database and word processing software.