

# Position Description

**Position Title:** Deputy Fire Chief of Operations

**Department:** Fire Rescue

**Last Updated:** April 2026

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## Summary

Reporting to the Fire Chief, the Deputy Fire Chief of Operations (DFCO) supports the department's high-level business functions and long-term strategic planning. The position also serves as part of the fire department's emergency operational response team and contributes directly to operational readiness and response.

As a member of the Langford Fire Rescue senior management team, the DFCO leads an assigned portfolio of departmental functional areas and is accountable for the effective delivery of operations and programs. The role also acts on behalf of the Fire Chief during their absence, provides leadership continuity, represents the department at all levels, and exercises independent judgment in alignment with departmental policies, plans, and objectives.

## Key Duties & Accountabilities

- Serves as an on-call Duty Chief on a rotational basis to provide senior leadership, strategic and tactical support for fire department personnel, along with managerial oversight to ensure the health and safety of Fire Rescue staff members
- Responds to fires and other emergency incidents, providing operational and tactical support to the fire department personnel
- Ensures the effective emergency operational response is maintained to provide appropriate levels of emergency response to the City of Langford
- Provides support to regional departments during emergency incidents, as required
- Conducts incident and accident investigations, including near miss events
- Acts as a Fire Investigator and/or Fire Inspector as required or as designated by Council
- Reviews, develops and maintains department's operational guidelines, policies and memorandums
- Assists Fire Rescue Divisions with fire and operational planning
- Prepares administrative and operational reports, records and correspondence
- Provides leadership and management of unionized Fire Rescue staff members, fostering performance excellence through hiring, evaluation, coaching, professional development, training, and appropriate application of progressive discipline
- Supports the Fire Chief on complex human resources matters including labour relations, grievance administration, disciplinary hearings, labour management meetings, collective bargaining, and operational meetings
- Maintains and promotes the department's Occupational Health and Safety Program and a safe workplace by ensuring the adherence to WorkSafe BC regulations and applicable standards

- Attends regular meetings including City Council or Committee meetings along with other meetings as directed by the Fire Chief
- Performs duties of the Fire Chief in their absence
- Performs other duties as required

## Qualifications

- Post-secondary degree in Administration, Leadership, or a related field, along with ten (10) years of progressive experience in the Fire Service, including four (4) years in senior command or senior leadership roles (or an equivalent combination)
- NFPA 1021 Fire Officer III certification (Level IV is an asset)
- Incident Command Level 300
- EMA FR Level 3 License
- Possess a Valid BC Driver's License (minimum Class 5 with air endorsement)
- Extensive knowledge of modern firefighting strategies and tactics, related emergency services techniques and procedures and the operation of all equipment and apparatus and facilities
- Extensive applied knowledge of Incident Command System principles and practices, demonstrated through direct experience interpreting, implementing, and functioning within command-and-control structures during emergency incidents.
- Demonstrated experience in change management and organizational leadership
- Considerable knowledge of the City, including its geography, manufacturing and commercial complexes, institutions and residential buildings is an asset
- Thorough knowledge of fire department operational guidelines, regulations, standing orders, policies and applicable Municipal and Provincial Codes, Acts and Bylaws
- Thorough knowledge of the Fire Safety Act, the Fire Department Act, other relevant Federal and Provincial acts and regulations, codes and standards along with municipal bylaws, policies and procedures
- Knowledge in the technical application of data bases, word processing and LAN related information systems
- Ability to lead staff in a unionized environment with experience working within Collective Bargaining Agreements
- Demonstrated senior-level operational and administrative leadership experience that qualifies the incumbent to support the administration of the fire department, providing advice, and recommendations to the Fire Chief on the implementation of departmental initiatives
- Ability to maintain the confidentiality of information related to the function of the position
- Ability to deal tactfully and effectively with internal and external partners and communicate effectively both verbally and in writing
- Ability to speak effectively in public and promote and maintain effective public relations for the department
- Strong analytical skills and a track record of implementing best practices and workplace improvements
- Decisive, strategic thinker with strong analytical and problem-solving abilities
- Proven ability to work collaboratively within multidisciplinary teams
- Strong negotiation and conflict resolution skills
- Have a high degree of initiative, independent judgment and action

- A commitment to excellent customer service, continuous improvement and life-long learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself