

Job Title:	Fire & Emergency Management Assistant
Department:	Ramara Fire and Rescue Services
Reports To:	GM Emergency / Protective Services/ Fire Chief
Salary Band:	Band 5, 35 hours per week
Last Update:	January 27, 2026

Job Summary:

To provide administrative assistance and customer care support services for the Fire and Rescue Services department, the Emergency Management Planning Committee (EMPC).

Primary Duties and Responsibilities:

1. Operations

Fire Department Duties:

- a) Provide administrative and clerical support to the Fire Chief, Deputy Fire Chief and the Fire Service as whole including training, fire prevention and the Township's Emergency Management Program.
- b) Track and maintain records on training hours, labour hours, seniority lists, weekly vehicle and equipment inspections, licenses and insurance using several different spreadsheets.
- c) Track and maintain records of all bunker gear and other equipment as required to ensure compliance with expiry dates.
- d) Coordinate ordering and maintain inventory control of supplies and maintain at all 3 fire stations and Emergency Operations Centre.
- e) Generate and maintain records regarding Standard Incident Reports to the Ontario Fire Marshall (OFM).
- f) Maintains filing system, both hard copy and digital for all fire personnel files and department needs.
- g) Track and input firefighters attendance/labour hours to emergency calls, training, public education events and hall duty into excel and ADP monthly. Submit payroll documentation for all volunteer firefighters to Payroll Administrator monthly for timely processing.
- h) Prepare and maintain access cards, accountability cards and alarm codes for volunteer firefighters controlling access to all 3 fire halls.
- i) Liaison with the Ontario Fire College to process training course requests. Ensure volunteer firefighters are registered for the correct course and manage cancellations if required. Ensure firefighter enrollment in OFC online portal and assist firefighter with access and training records.
- j) Maintain sensitive and confidential files, records and materials as required, specific to the Fire Service.
- k) Track and maintain medical equipment supplies. Order supplies as needed.
- l) Continually track cost versus budget for medical supplies, office supplies, and fire prevention supplies.
- m) Assist with updating Fire Service documents including Operating Guidelines as necessary.

- n) Prepare fire and emergency statistical information for Council and/or Committee as required.
- o) Prepare and submit monthly paperwork to Accounts Receivable for invoicing.
- p) Onboard new firefighters. Ensure all required onboarding documents are completed, organize, and monitor all required onboarding training.
- q) Main point of contact for volunteer firefighters. Communicate information regarding training, important updates and answer other inquiries via email with firefighters.
- r) Assist with scheduling public education events and ensuring appropriate number of firefighters are scheduled for the event.

Emergency Management Duties:

- a) Prepare and submit the annual Compliance to Emergency Management Ontario alongside CEMC.
- b) Review and update the Townships Emergency Response Plan, appendices, annexes, call tree, and contact list annually, or as needed throughout the year.
- c) Assist the Community Emergency Management Coordinator (CEMC) and alternates in planning the annual tabletop exercises and Emergency Preparedness Week.
- d) Prepare and post all social media content for Emergency Preparedness Week and other emergency preparedness topics.
- e) Schedule and coordinate quarterly Emergency Management Planning Committee meetings.
- f) Prepare agendas, minutes, correspondence, and presentations for all Emergency Management Planning Committee meetings.
- g) Comply with the Occupational Health and Safety Act and Regulations and Corporate Occupational Health and Safety Program, related policies and procedures.
- h) Other duties as directed by the Chief or Deputy Chief.

2. Public Interactions

- a) Respond to incoming departmental communications (resident requests, phone calls and emails) ensuring all matters of importance are brought to the attention of the Fire Chief.
- s) Create, schedule, post and monitor Ramara Fire & Rescue Facebook, Instagram and Twitter pages. Create social media content using Canva.
- b) Monitor and updated Fire Department pages on Townships website.
- c) Schedule and coordinate home and business Fire inspections as required. Issue certificates and file accordingly.
- d) Receive and process controlled burn requests/permits.
- e) Prepare and send warning letters to homeowners who have had an out-of-compliance fire activity.

3. Compliance

- a) Complies with and performs duties in accordance with the Code of Conduct.
- b) Comply with the Occupational Health and Safety Act and Regulations and Corporate Occupational Health and Safety Program, related policies and procedures.
- c) Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and protection of Privacy Act.

Supervisory Responsibilities:

- None

Education, Experience and Required Qualifications:

- Two-year college diploma in a related field, or an equivalent combination of education and experience.
- Understanding of the structure and operations of a municipal volunteer fire department.
- Proficiency in Microsoft 365 applications, including Word, Excel, and PowerPoint.
- Basic accounting knowledge and strong mathematical skills.
- Excellent time management abilities with strong organizational skills.
- Effective verbal and written communication skills.
- Strong customer service skills with a professional and helpful approach.
- Experience with Crysix and Active 911 considered an asset.
- Experience using Canva for social media content creation considered an asset.

Applicable Regulations:

- None

This job description is intended to describe the general nature and level of work being performed by the person assigned to this position. The primary duties and responsibilities are intended to describe those functions that are essential to the performance of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Other duties and responsibilities are considered incidental or secondary to the overall purpose of this job. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.