

---

---

Ocean City Fire Department  
Standard Operating Guidelines

---

---

## Organization

Subject: Fire/EMS Captain  
Duties and Responsibilities  
Revised: 05-06-11  
Effective: 05-23-11  
Approved: 05-09-11 (Fire Chief)  
Section: 106.00

### 106.01 Purpose

To outline the general duties and responsibilities of a Captain within the Fire/EMS Division.

### 106.02 General

The Fire/EMS Captain directly reports to the Fire/EMS Assistant Chief, with little or no direct supervision, performing a variety of management tasks, with a wide latitude of independent decision making within the parameters of department policy, procedures and the chain of command.

### 106.03 Authority

The Captains are first-line manager positions and possess and retain the rank and authority as outlined in SOG 105.0 Rank and Chain of Command, respectively.

Duties and responsibilities are inherent in the rank regardless of assigned position or daily assignment.

### 106.04 Duties and Responsibilities

The duties and responsibilities of the Captain include those of a Lieutenant/2<sup>nd</sup> Lieutenant, in addition to the following:

- A. Manage the personnel of an assigned shift to include discipline and adherence to department policy and procedures
  1. Ensure all departmental shift memos, orders, policy and procedures are positively communicated to assigned shift members and followed accordingly.
  2. Exercise supervision over Lieutenants/2<sup>nd</sup> Lieutenants to verify their duties and responsibilities are properly performed.
  3. Observe and evaluate Lieutenants/2<sup>nd</sup> Lieutenants in the performance of their duties. Conduct regular performance evaluations of Lieutenants and 2<sup>nd</sup> Lieutenants.

---

---

Ocean City Fire Department  
Standard Operating Guidelines

---

---

4. Review and approve performance appraisals by Lieutenants and 2<sup>nd</sup> Lieutenants of their shift personnel. Formalize the performance appraisals into performance evaluations.
  5. Correct substandard performance through coaching, remediation or discipline, and identify and recognize positive performance.
  6. Mentor, encourage and guide Lieutenants/2<sup>nd</sup> Lieutenants in career development.
- B. Respond to and take a leadership role at emergency incidents, perform effectively and lead others while under stress or in a crisis situation.
  - C. Apply management principles to response report approval, problem/complaint mediation, incident documenting and scheduling review.
  - D. Conduct periodic inspections of stations, equipment and personnel for preparedness
  - E. Function as an officer in any of the positions in the incident command system.
  - F. Possess a thorough knowledge and understanding of the Department's managerial operations, standard operating guidelines, and processes.
  - G. Communicate regularly with other Shift Captains to verify the consistent application of policies and procedures throughout the Division.
  - H. Provide assistance, information and direction to other division officers and members as it relates to the Fire/EMS Division
  - J. Report to the Fire/EMS Assistant Chief for any policy deviations, problems, unusual incidents or occurrences.
  - K. Make recommendations to the Assistant Chief for needed policy, procedure, guideline, and scheduling changes

#### 106.05 Ancillary Duties

Captains will be regularly assigned complex ancillary duties, projects, and programs. These duties include but not limited to the management of Fire and EMS Operations, Equipment, Training and Safety, and Administration, at the Division and Department wide levels.