



# **NORFOLK FIRE-RESCUE FIREFIGHTER RECRUIT HIRING PROCESS SMART BOOK**

[Fire-Rescue | City of Norfolk, Virginia - Official Website](#)



### **MESSAGE FROM THE FIRE CHIEF**

Thank you for considering a new career with Norfolk Fire-Rescue. We believe our department can offer exciting and challenging opportunities to highly motivated individuals who are dedicated to improving public safety for residents and visitors in the City of Norfolk. Our department prides itself on delivering outstanding customer service in a compassionate, dependable, and professional manner. Becoming a member of our department means you join a family of public safety professionals dedicated to making a difference in the lives of people we often meet in the very worst of circumstances. For individuals with a high degree of dedication and motivation, an emergency services career can be a very rewarding and life fulfilling experience. Please consider joining our family and our team in helping make a difference in our community.

*- Sidney L. Carroll*

*Fire Chief*

### **VISION STATEMENT**

*Prevent harm in our community while maintaining the public trust.*

### **MISSION STATEMENT**

*Protect life, property, and the environment by providing public education, preventing, and suppressing fires, mitigating hazards, and caring for the sick and injured.*

### **CORE VALUES**

*Accountability*

*Integrity*

*Respect*

*Professionalism*

*Safety*

*Innovation*





## STATISTICS

- Established in December 1871 as a fully paid, career department
- Estimated population of 236,732
- Serves an area of approximately 66 square miles and provides coverage 24 hours a day, 365 days a year
- 518 sworn firefighters
- Resources include:
  - 14 Fire Stations
  - 14 Engine Companies
  - 7 Ladder Companies
  - 14 Medic Units (Ambulance)
  - 2 Heavy Rescue Companies
  - 2 Fire Suppression Vessels (Fire Boats)



## LOCATIONS

Administration Offices	100 Brooke Avenue, Suite 500	23510
Fire Marshal's Office	100 Brooke Avenue, Suite 400	23510
Training Center	7120 Granby Street	23505
Logistics	748 Cecelia Street	23504
Station 1	450 St. Paul's Boulevard	23510
Station 2	2501 Church Street	23504
Station 4	5909 Poplar Hall Drive	23502
Station 6	714 Pembroke Avenue	23507
Station 7	1211 West 43 <sup>rd</sup> Street	23508
Station 8	526 Fredrick Street	23523
Station 9	115 Thole Street	23505
Station 10	4200 East Virginia Beach Boulevard	23502
Station 11	3127 Verdun Avenue	23509
Station 12	1655 West Little Creek Road	23505
Station 13	176 Maple Avenue	23503
Station 14	1460 Norview Avenue	23513
Station 15	1425 Fishermen's Road	23503
Station 16	7924 Camellia Road	23518



## **FIREFIGHTER DUTIES & SPECIALTIES**

### ➤ **Emergency Medical Services**

NFR is responsible for providing all 911 emergency medical services within the City of Norfolk. This is accomplished with a medic (ambulance) fleet that consists of 14 advanced life support licensed units that are in service 24/7. NFR medic units are staffed with one firefighter/advanced life support provider who is certified in the State of Virginia at the Emergency Medical Technician (EMT)-Paramedic or EMT-Intermediate level, and one firefighter/advanced life support provider who is certified at the Advanced-EMT level.

Complementing this medical response is a fleet of fire apparatus (Engines, Ladders, and Heavy Rescue Companies) that are licensed and equipped with advanced life support equipment. These fire apparatuses are staffed with cross-trained firefighter/advanced life support providers that perform pre-hospital emergency medical care from their position on the fire apparatus.

### ➤ **Medical Providers**

Medical providers respond to all types of medical emergencies. Providers are trained to assess patients, diagnose cardiac rhythms, begin IVs, administer intravenous medications, and perform lifesaving medical treatments while using equipment and patient treatment techniques on the cutting edge of pre-hospital emergency medicine. NFR's physician operational medical director is closely involved with patient care issues and is often found on the streets of Norfolk responding on calls. This caring approach to patient care results in the highest standards in medical service delivery from our firefighter/advanced life support providers.

### ➤ **Fire Suppression**

Firefighters are cross-trained fire and emergency medical service providers that (on average) work ten, 24-hour shifts per month. During an average 24-hour work shift, most firefighters will perform a 12-hour shift on a fire apparatus and a 12-hour shift on a Medic Unit. Firefighters assigned to the Heavy Rescue Companies are trained in heavy and tactical rescue as well as certified in hazardous material response.

### ➤ **Companies**

Fire suppression is accomplished with 14 Engine Companies, 7 Ladder Companies, and 2 Heavy Rescue Companies divided into three battalions. Each Engine Company is staffed with a captain, apparatus operator, and two firefighters. Each Ladder Company is staffed with a lieutenant, apparatus operator, and firefighter. The Heavy Rescue Companies are staffed with a captain, apparatus operator, firefighter.

### ➤ **Crews**

A standard, single alarm response to a residential fire consists of 3 Engine Companies, 1 Ladder Company, 1 Heavy Rescue Company, 1 Battalion Chief, and 1 Medic Unit. The medic crew may, if needed, be assigned to fire suppression duties at working fires. A second alarm receives 2 Engines, 1 Ladder, 1 Battalion Chief, and 1 Medic Unit. Subsequent alarms receive 2 Engines and 1 Ladder.



## QUALITIES/CHARACTERISTICS OF A FIREFIGHTER



Deliver outstanding customer service

Compassionate

Dependable

Professional

Dedicated to making a difference

Highly motivated

Operates with integrity

Trustworthy



## SAMPLE SHIFT CALENDAR

JANUARY						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 C	2 A	3 B	4 C	5 B	6 A	7 B
8 A	9 B	10 C	11 A	12 C	13 B	14 C
15 B	16 C	17 A	18 B	19 A	20 C	21 A
22 C	23 A	24 B	25 C	26 B	27 A	28 B
29 A	30 B	31 C				

Each shift is for a 24hr period, which may include station training, community events, and physical fitness along with emergency response duties.



## **RECOMMENDED PRE-EMPLOYMENT CLASSES**

- Physical fitness conditioning
- Physical education (aerobic and strength conditioning)
- Health / biology / anatomy & physiology
- Mathematics (algebra I level)
- Basic physics
- Communication (reading, writing, oral)
- Basic computer skills (Word, Excel)
- Typing
- Emergency Medical Technician training and certification
- Fire Science courses



## **FIREFIGHTER CANDIDATE MINIMUM QUALIFICATIONS** (Subject to change)

Failure to meet the minimum eligibility requirements at the time of applying will result in automatic disqualification:

- Be a (U.S.) citizen, lawful permanent resident, or authorized to work in the U.S.
- Be 18 years of age
- Possess a high school diploma or equivalency
- Possess a Valid Driver's License







## **HIRING PROCESS**

The hiring process is a competitive process that requires applicants to pay close attention to the information in this booklet. Applicants are encouraged to contact NFR recruitment staff with questions, as needed at [FIRE-RECRUITERS@norfolk.gov](mailto:FIRE-RECRUITERS@norfolk.gov).

Email is NFR's primary form of communication. All Applicants must have a valid email address.

Notification of the upcoming hiring process and application as well as minimum qualifications will be posted.

[NFR Website](#)

[Indeed](#)

[Government Jobs](#)

## **REQUIRED DOCUMENTS**

- Valid Driver's license
- Complete and recent (within 1 year of application date) Department of Motor Vehicles (DMV) report from the state in which you are licensed. This report should show driving history. This needs to be a complete report, the end of the document should read, "This ends transmission" or "End of Report"
- High school diploma or equivalency. Proof of a higher education diploma is acceptable
- DD214 long form that shows discharge information, if applicable (prior military only)
- Any relevant and valid EMS and/or Fire certifications





## EXAMPLES OF REQUIRED DOCUMENTS

**dmv** Virginia Department of Motor Vehicles  
P.O. Box 27412 Richmond, Va. 23269-0001

TRANSCRIPT OF DRIVER HISTORY RECORD AS OF 07/10/2000  
PERSONAL USE (11 YR RECORD) PAGE 1

REQUESTED BY:  
PUBLIC, JOHN QUINCY  
2300 W BROAD ST  
RICHMOND, VA 23269-0999

INFORMATION PROVIDED BY REQUESTOR: 076887651  
PUBLIC, JOHN QUINCY 12311937

PUBLIC, JOHN QUINCY BIRTH DATE: 12/31/1937 SEX: MALE  
2300 W BROAD ST WEIGHT: 200 HEIGHT: 6 00  
RICHMOND, VA 23269-0999 EYES: BLUE HAIR: BLACK  
RESIDENT JURISDICTION: A RICHMOND CITY  
CUSTOMER NUMBER: 076-98-7651

DRIVER LICENSE STATUS: LICENSED  
COMMERCIAL DRIVER STATUS: NOT LICENSED DRIVER POINT BALANCE: 0

CURRENT LICENSE DATE ISSUED: 07/17/1995 EXPIRES: 12/31/2000  
LICENSE TYPE: M MIVERS LICENSE ISSUE TYPE: ORIGINAL  
CLASS: ENDORSEMENTS: NONE  
RESTRICTIONS: NO

FOREIGN LIC SURRENDERED: 12/01/1995 STATE: CA LIC NO: F1234

ACCIDENT ON 03/10/1998 IN HENRICO COUNTY RESULTING  
IN PROPERTY DAMAGE P  
OWNER/OPERATOR: DRIVER NON OWNER  
COMMERCIAL VEHICLE

CONVICTED ON 01/02/1995 RD - GENERALLY  
OFFENSE DATE: 01/01/1995  
GENERAL DISTRICT CT HENRICO COUNTY  
DEMERIT PTS: 0 CODE SECTION: 46.2-852  
COUNSEL: INFO NOT AVAILABLE DEFENDANT: INFO NOT AVAILABLE

CONVICTED ON 12/01/1990 RD - GENERALLY  
OFFENSE DATE: 11/01/1990  
GENERAL DISTRICT CT HENRICO COUNTY  
DEMERIT PTS: 0 CODE SECTION: 46.2-852  
COUNSEL: INFO NOT AVAILABLE DEFENDANT: INFO NOT AVAILABLE

THIS IS TO CERTIFY, IN ACCORDANCE WITH SECTION 46.2-215 OF THE CODE OF VIRGINIA, THAT THIS MACHINE PRODUCED TRANSCRIPTS TRANSMITTED BY ELECTRONIC MEANS TO PUBLIC JOHN QUINCY IS AN ACCURATE DEPICTION OF THE DRIVING RECORD OF PUBLIC, JOHN QUINCY, DL NO. 076-98-7651, AS MAINTAINED BY THE VIRGINIA DEPARTMENT OF MOTOR VEHICLES AS OF THE DATE PRINTED ABOVE.

DEMERST B. SMIT  
COMMISSIONER

PLEASE NOTE: IT IS UNLAWFUL TO USE THE INFORMATION FURNISHED ON THIS TRANSCRIPT FOR ANY PURPOSE OTHER THAN THAT STATED AS YOUR REASON.

THIS ENDS TRANSMISSION.

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Department of Motor Vehicles  
MVR

CAUTION: NOT TO BE USED FOR IDENTIFICATION PURPOSES THIS IS AN IMPORTANT RECORD. SAFEGUARD IT! ANY ALTERATIONS IN SHADED AREAS RENDER FORM VOID

**CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY**  
This Report Contains Information Subject to the Privacy Act of 1974, As Amended.

1. NAME (Last, First, Middle)	2. DEPARTMENT, COMPONENT AND BRANCH	3. SOCIAL SECURITY NUMBER
4a. GRADE, RATE OR RANK	b. PAY GRADE	5. DATE OF BIRTH (YYYYMMDD)
6a. GRADE, RATE OR RANK	b. PAY GRADE	5. DATE OF BIRTH (YYYYMMDD)
7a. PLACE OF ENTRY INTO ACTIVE DUTY	b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known)	6. RESERVE OBLIGATION TERMINATION DATE (YYYYMMDD)
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND	b. STATION WHERE SEPARATED	
9. COMMAND TO WHICH TRANSFERRED	10. SOLI COVERAGE AMOUNT: \$	NONE
11. PRIMARY SPECIALTY (List number, title and years and months on specialty. List additional specialty numbers and titles involving periods of one or more years.)	12. RECORD OF SERVICE (a. DATE ENTERED AD THIS PERIOD (b. SEPARATION DATE THIS PERIOD (c. NET ACTIVE SERVICE THIS PERIOD (d. TOTAL PRIOR ACTIVE SERVICE (e. TOTAL PRIOR INACTIVE SERVICE (f. FOREIGN SERVICE (g. SEA SERVICE (h. INITIAL ENTRY TRAINING (i. EXPECTED DATE OF PAY GRADE	YEARS MONTHS DAYS
13. DECORATIONS, MEDALS, BADGES, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED (List period of time)	14. MILITARY EDUCATION (Course title, number of weeks, and month and year completed)	
15a. COMMISSIONED THROUGH SERVICE ACADEMY	15b. COMMISSIONED THROUGH ROTC SCHOLARSHIP (10 USC Sec. 2107b)	YES NO
16. DATES ACCRUED LEAVE PAID	17. MEMBER WAS PROVIDED COMPLETE DENTAL EXAMINATION AND ALL APPROPRIATE DENTAL SERVICES AND TREATMENT WITHIN 90 DAYS PRIOR TO SEPARATION	YES NO
18. REMARKS		
The information contained herein is subject to computer matching within the Department of Defense or with any other affected Federal or non-Federal agency for verification purposes and to determine eligibility for, and/or continued compliance with, the requirements of a federal benefit program.		
19a. MAILING ADDRESS AFTER SEPARATION (include ZIP Code)	19b. NEAREST RELATIVE (Name and address - include ZIP Code)	
20. MEMBER REQUESTS COPY 6 BE SENT TO (Specify alternate only)	OFFICE OF VETERANS AFFAIRS	YES NO
21. MEMBER REQUESTS COPY 3 BE SENT TO THE CENTRAL OFFICE OF THE DEPARTMENT OF VETERANS AFFAIRS (WASHINGTON, DC)	22. OFFICIAL AUTHORIZED TO SIGN (Typed name, grade, and signature)	YES NO
21a. MEMBER SIGNATURE	21b. DATE (YYYYMMDD)	21c. DATE (YYYYMMDD)
SPECIAL ADDITIONAL INFORMATION (For use by authorized agencies only)		
23. TYPE OF SEPARATION	24. CHARACTER OF SERVICE (Include upgrades)	
25. SEPARATION AUTHORITY	26. SEPARATION CODE	27. REENTRY CODE
28. NARRATIVE REASON FOR SEPARATION		
29. DATES OF TIME LOST DURING THIS PERIOD (YYYYMMDD)	30. MEMBER REQUESTS COPY 4 (Include)	

DD FORM 214, AUG 2009 PREVIOUS EDITION IS OBSOLETE. MEMBER - 4

DD214 Long Form



## **TESTING & EXAMINATION REQUIREMENTS**

(Subject to change)

### **Application and Testing Process**

To be selected for hire, candidates are required to successfully complete each step below.

1. Online Application
2. Written Examination
3. Ranking Interview
4. Physical Agility Testing
5. Background Investigation
6. Polygraph Examination
7. Psychological Evaluation (MMPI-2)
8. Medical Examination
9. Final Assessment
10. OEMS Fingerprinting
11. Drug Screening



### **1. Written Examination**

A written exam is part of the hiring process to become a Firefighter Recruit. The written examination includes three sections - Ability Test, Work Styles Questionnaire, and Life Experience Survey.

### **2. Ranking Interview**

All applicants are asked the same set of questions. The purpose of the interview is to conduct an assessment on how the applicant would respond to certain situations and their general knowledge of Fire-Rescue.

### **3. Physical Agility Testing**

This consists of three sections - agility course, maze crawl, and ladder climb. Each section is timed with a pass or fail score. The test must be completed in following timeframes. Applicants are allowed to retake the test if the required score is not met.

Agility Course: 4 minutes and 45 seconds

60 ft. Aerial Ladder Climb: 1 minute and 59 seconds

Maze Crawl, enclosed space: 32 seconds

Refer to the videos below to prepare for the Physical Agility Test.

[Ladder Lift](#)

[Hose Roll](#)

[Hoist](#)

[High Rise Pack](#)

[Forced Entry](#)

[Extension Ladder](#)

[Dummy Pull](#)

[Charged Hose](#)







#### 4. **Background Investigation**

A thorough background investigation is conducted to verify all information provided by the applicant.

#### 5. **Polygraph Examination**

This tests the psychological responses of applicants to certain questions. The examination further verifies the information provided by the applicant via the background investigation.

#### 6. **Psychological Evaluation (MMPI-2)**

This evaluation is designed to assess the mental wellbeing of applicants and if they can handle the unique situations and stresses of the Fire Service.

#### 7. **Medical Examination**

A Medical Physical or fit-for-duty exam is required to be completed in accordance with the current edition of National Fire Protection Association (NFPA) 1582 "Standard on Comprehensive Occupational Medical Program for Fire Departments." Applicants are evaluated on cardio and exercises that simulate on the job activities. The chart below determines what Metabolic Equivalency Test (MET) score an applicant must receive.

<u>Age</u>	<u>METs</u>	
	<u>Male</u>	<u>Female</u>
<u>20–29</u>	<u>13.7</u>	<u>10.7</u>
<u>30–39</u>	<u>12.1</u>	<u>8.6</u>
<u>40–49</u>	<u>10.8</u>	<u>7.6</u>
<u>50–59</u>	<u>9.3</u>	<u>6.7</u>
<u>60–69</u>	<u>8.1</u>	<u>5.7</u>

#### 8. **Final Assessment**

The Recruitment Committee conducts a complete assessment of applicant's full recruitment package completed in steps 1-7. Based on assessments selections are made and brought to the Fire Chief.







## **HAMPTON ROADS FIRE ACADEMY (HRFA) TRAINING DIVISON**

The NFR Training Division provides quality training and certification programs for recruit and incumbent employees.

The Training Division oversees multiple areas of responsibilities such as fire recruit academies, Advanced Life Support (ACLS), Pediatric Advanced Life Support (PALS), and Cardiopulmonary Resuscitation (CPR) certifications. Additionally, the Training Division develops department-wide training for a sworn staff of 518 members.

NFR is a member of the Hampton Roads Fire Academy (HRFA). Recruits are given the tools needed to succeed when tasked with fighting fires, responding to medical emergencies, and much more. Recruits will be exposed to the mental, physical, and emotional stresses and aspects of becoming a firefighter.

## **STANDARDS**

HRFA teaches recruits what it means to be a part of the fire service and the importance of professional service delivery to the citizens and visitors of Norfolk. They are held to high standards and are required to understand and demonstrate daily the core values of Norfolk Fire-Rescue and the City of Norfolk. When the recruits complete the fire academy, they are moved to an operational assignment in one of 14 fire stations.

## **SPECIALIZED TRAINING**

The Training Division is utilizing a new form of training to help prepare, evaluate, and improve our sworn staff on their delivery of service to our citizens. As a result of technological growth and improvements, simulation-based training has become the premier venue to prepare our staff on critical decision-making skills.

### **➤ Fire Simulation**

Computer-based fire simulations were developed to allow staff to experience a wide variety of fires, hazardous materials, and mass casualties incidents. Actual Norfolk buildings and locations were used to develop various interactive scenarios that challenge members. Participants work through different scenarios talking on radios, implementing the incident command system, and working through all the challenges like an actual event. This training has provided experience for staff to call multiple alarm assignments and work through very stressful situations. In addition, it has provided the opportunity to reinforce department policies in critical situations.



## ➤ **Emergency Medical Simulation**

NFR received a grant for a high-fidelity "SIM MAN" for the purpose of emergency medical training. This lifelike manikin talks, breaths, has pulses, a heart rhythm, and many other features that make it as lifelike as possible. All members have conducted training on this interactive mannequin in the setting of the back of an ambulance. The training staff oversees this program and ensures that proper medical protocols are followed. This type of training prepares members for all types of medical emergencies events that they may face.

## **CERTIFICATION**

**Upon Completion of HRFA, each recruit will be certified as:**

- Emergency Medical Technician-Advanced
- Cardiopulmonary Resuscitation
- Firefighter Level I and II
- Mass Casualty Level I and II
- Firefighter Rescue and Survival
- Emergency Vehicle Operations
- Vehicle Rescue Operations Level I
- Technical Rescue Awareness
- Hazardous Material Awareness and Operations



## **EXPECTATIONS**

- Safety
- Following chain of command
- Professional appearance
- Completion of assigned tasks
- Uniform inspections
- Calm and composed in extreme situations
- Quick and flexible thinking
- Being physically and mentally fit





## **EMERGENCY MEDICAL SERVICES CERTIFICATION**

All NFR firefighters are trained and certified as either an EMT-Advanced, EMT-Intermediate, or EMT-Paramedic. Initial EMS training is provided in the HRFA, by the Training staff, which includes both EMT-Basic and EMT-Advanced. All levels of EMS certification also require continuing education hours to maintain certifications. The Training Division offers, manages, and oversees the recertification requirements. In addition, the Training Division also provides training in the following certification courses:

### ➤ **Advanced Life Support**

The Advanced Life Support (ALS) Class emphasizes providing high-quality patient care by integrating rhythm interpretation, electrical interventions, and pharmacologic knowledge with critical thinking, problem-solving, and in-person psychomotor skills practice to achieve the best possible patient outcomes. Throughout the ALS course, you'll learn advanced life support assessment, as well as how to best manage respiratory emergencies, and Advanced Cardiac Life Support (ACLS) protocols for acute arrhythmia, cardiac arrest (including post-cardiac arrest care), acute coronary syndromes and acute stroke.

### ➤ **Pediatric Advanced Life Support**

The Pediatric Advanced Life Support (PALS) Class allows providers to learn to assess, recognize and provide high-quality care to pediatric patients experiencing life-threatening medical emergencies, including shock, cardiac and respiratory events, as well as how to provide care after the return of spontaneous circulation (ROSC) during a resuscitation effort. In addition, our course will challenge your critical-thinking and problem-solving skills and help improve your teamwork skills to provide better patient care.

### ➤ **Cardiopulmonary Resuscitation**

All NFR firefighters are certified by the American Red Cross to perform CPR.





## 2025 FIRE-RESCUE DEPARTMENT SALARIES

TITLE	ANNUAL	Effective 10/4/2025
<b>40 Hour/Week</b>		
Firefighter Recruit	\$46,396	\$57,142
<b>52 Hour/Week</b>		
Firefighter EMT - Advanced	\$53,942	\$60,000
Firefighter EMT - Paramedic	\$59,621	\$70,000
Fire Lieutenant	\$70,059	\$95,901
Fire Captain	\$86,014	\$110,033
Battalion Chief	\$96,782	\$126,248

## BENEFITS

Virginia Retirement System (VRS)

Basic Life Insurance

Medical Care

Dental Plans

Vision Plans

Short Term Disability

Long Term Disability

Long Term Care Insurance

Voluntary Term Life Insurance

Health Care Spending Account

Deferred Compensation

Injury Leave/Worker's Compensation

Employee Assistance Program (EAP)

Paid Time Off (PTO)

Sick Leave

Bereavement Leave

Uniforms and Special Equipment

Tuition Assistance

Veterans' Benefits (GI Bill) may be awarded to eligible members that attend the Norfolk Fire-Rescue academy and during their probationary periods.

**We are an equal opportunity affirmative action employer.**





## SOCIAL MEDIA

Follow us on social media for updates, news, and information. You can find NFR on Facebook, Instagram, Twitter, and YouTube just search Norfolk Fire-Rescue.



**NorfolkVAFireRescue**



**Norfolkfire\_rescue**



**norfolkfireresc**



**Norfolkfire-rescue4201**



## VISIT OUR WEBSITE

[Hiring Process | City of Norfolk, Virginia - Official Website](https://www.norfolk.gov/hiring-process)

