



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.

MISSON 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 rd 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.

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: 076987651
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: RICHMOND CITY

CUSTOMER NUMBER: 076-98-7651

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

CURRENT LICENSE DATE ISSUED: 07/10/1995 EXPIRES: 12/31/2000
LICENSE TYPE: MERS LICENSE ISSUE TYPE: ORIGINAL
CLASS:
ENDORSEMENTS: NONE
RESTRICTIONS: NO

FOREIGN LIC SURRENDERED: 12/01/1995 STATE: CA LIC NO: P1234

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

CONVICTED ON 01/02/1995 RD - GENERALLY
OFFENSE DATE: 01/01/1995
GENERAL DISTRICT CT HENRICO COUNTY
DEMERIT PTS: 6 CODE SECTION: 46.2-852
COUNSEL: INFO NOT AVAILABLE DEFENDANT: INFO NOT AVAILABLE

CONVICTED ON 12/01/1990 RD - GENERALLY
OFFENSE DATE: 11/07/1990
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 TRANSCRIPT IS TRANSMITTED BY ELECTRONIC MEANS TO PUBLIC, JOHN, QUINCY IS AN ACCURATE COPY OF THE DRIVING RECORD OF PUBLIC, JOHN, QUINCY, DL NO. 076-98-7651, AS MAILED BY THE VIRGINIA DEPARTMENT OF MOTOR VEHICLES AS OF THE DATE PRINTED ABOVE.

DEMERIT 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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THIS IS AN IMPORTANT RECORD.
DO NOT ALTER OR DESTROY IT.
ANY ALTERATION IN SHADED AREAS
WILL 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	4b. PAY GRADE	5. DATE OF BIRTH (YYYYMMDD)	6. RESERVE OBLIGATION TERMINATION DATE (YYYYMMDD)
7a. PLACE OF ENTRY INTO ACTIVE DUTY		8b. HOME OF RECORD AT TIME OF ENTRY (City and state, or complete address if known)	
8a. LAST DUTY ASSIGNMENT AND MAJOR COMMAND		8b. STATION WHERE SEPARATED	
9. COMMAND TO WHICH TRANSFERRED			
10. SGLI COVERAGE <input checked="" type="checkbox"/> NONE AMOUNT: \$			
11. PRIMARY SPECIALTY (List number, title and years and months in 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 RESERVE SERVICE f. FOREIGN SERVICE g. SEA SERVICE h. INITIAL ENTRY TRAINING i. EFFECTIVE DATE OF PAY GRADE			
13. DECORATIONS, MEDALS, BADGES, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED (List number, name and date awarded)			
14. MILITARY EDUCATION (Course title, number of weeks, and month and year completed)			
15a. COMMISSIONED THROUGH SERVICE ACADEMY YES NO b. COMMISSIONED THROUGH ROTC SCHOLARSHIP (10 USC Sec. 2107n) YES NO c. ENLISTED UNDER LOAN REPAYMENT PROGRAM (10 USC Chap. 109) (If Yes, list name of commitment) YES NO			
16. DAYS ACCRUED LEAVE	17. MEMBER WAS PROVIDED COMPLETED DENTAL EXAMINATION AND ALL APPROPRIATE DENTAL SERVICES AND TREATMENT WITHIN 90 DAYS PRIOR TO SEPARATION	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 state/city) a. MEMBER REQUESTS COPY 6 BE SENT TO THE CENTRAL OFFICE OF THE DEPARTMENT OF VETERANS AFFAIRS (WASHINGTON, DC) YES NO			
21a. MEMBER SIGNATURE		21b. DATE (YYYYMMDD)	22a. OFFICIAL AUTHORIZED TO SIGN (Type name, grade, title, signature)
23. TYPE OF SEPARATION		24. CHARACTER OF SERVICE (Indicate upgrade)	
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 (Indicate)	

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

Department of Motor Vehicles
MVR

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 causalities 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 Causality 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
40 Hour/Week		
Firefighter Recruit	\$46,396	\$57,142
52 Hour/Week		
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)	Health Care Spending Account
Basic Life Insurance	Deferred Compensation
Medical Care	Injury Leave/Worker's Compensation
Dental Plans	Employee Assistance Program (EAP)
Vision Plans	Paid Time Off (PTO)
Short Term Disability	Sick Leave
Long Term Disability	Bereavement Leave
Long Term Care Insurance	Uniforms and Special Equipment
Voluntary Term Life Insurance	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](#)

