



Career Service Authority

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Emergency Management Coordinator

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional level emergency management work including developing, coordinating, and implementing emergency operations plans and operating procedures, developing educational and community outreach strategies, analyzing and distributing information concerning natural and man-made emergencies and/or disasters, and developing resource management procedures.

DISTINGUISHING CHARACTERISTICS

This class performs full performance professional level emergency management work including developing, coordinating, and implementing emergency operations plans and operating procedures, analyzing and distributing information concerning natural and man-made emergencies and/or disasters, developing educational and community outreach strategies, and developing resource management procedures. This class is distinguished from the Emergency Exercise and Training Officer that organizes, coordinates, and implements emergency management exercises and training programs, teaches preparedness classes, and performs rotational duty officer functions. The Emergency Management Coordinator is distinguished from the Deputy Director of Emergency Preparedness that administers the Office of Emergency Preparedness in the absence of the director, coordinates the City/County Emergency Operations Plan, and performs rotational duty officer functions.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Reviews and analyzes city emergency management plans, makes recommendations to revise, update, and improve emergency plans to effectively handle disasters or major emergencies, develops new plans as needed, and ensures that plans are current and adequately address specific emergencies or disasters and that plans conform with federal and state requirements.

Revises, updates, and/or develops city-wide emergency management standard operating procedures, ensures that operating procedures are consistent and understood by emergency management partners/liaisons, and maintains close communication with designated partners/liaisons in order to relay new procedures and developments.

Coordinates with all city departments and private/public organizations that have operational roles in emergency situations for the purpose of developing multi-agency approaches to emergency management planning, gathers, analyzes, and distributes information concerning natural and man-made emergencies/disasters, and coordinates multiple agencies during emergencies and/or exercises.

Conducts risk and threat assessments, works with and advises city departments on their emergency plans, coordinates interdepartmental activities, and advises city officials regarding disaster mitigation, response, and recovery procedures and resources.

Participates in ensuring preparedness, available of equipment and supplies, and readiness of staff and facilities by establishing and maintaining a resources database of city/county properties and all resources from the private/public sectors.

Develops educational and community outreach programs to inform citizens on overall emergency preparedness, works closely with volunteer, community, and business groups to coordinate educational programs and planning efforts, and assists in the preparation of emergency press releases.

Performs duty officer functions on a rotating basis, evaluates emergency/crisis incidents, coordinates agency and city/county response, and performs operational duties at emergency/crisis location.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Public Safety and Security – Knowledge of the military, intelligence, public safety and security, occupational health and safety investigations and inspection, rules, regulations, precautions, and preventive techniques for protecting people, data, and property.

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Leadership – Influences, motivates, and challenges others and adapts leadership styles to a variety of situations.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situation, or dangerous situations).

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Organizational Awareness – Knows the organization's mission and functions and how the social, political, and technological systems work and operates effectively within them including the program policies, procedures, rules, and regulations of the organization.

Vision – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

Technology Application – Uses machines, tools, or equipment effectively, uses computers and computer applications to analyze and communicate information in the appropriate format.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.

Communication and Media – Knowledge of the production, communication, and dissemination of information and ideas to inform and entertain via written, oral, and visual media.

Knowledge of emergency planning and disaster response coordination and knowledge of state and federal laws, regulations, and directives relating to emergency planning and preparedness.

Physical Demands:

Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Balancing: maintaining body equilibrium to prevent falling over.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of the spoken word.
Hearing: perceiving the nature of sounds by the ear.
Eye/Hand/Foot Coordination: performing work through using two or more.
Lifting: raising or lowering an object 10-25 pounds.
Far Acuity: ability to see clearly at 20 feet or more.
Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Exposed to unpleasant elements (accidents, injuries, and illness).
Subject to varying and unpredictable situations.
Handles emergency or crisis situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Baccalaureate Degree in Emergency Management, Political Science, Public Administration, Business Administration, or a related field.

Experience Requirement:

Three years of professional experience in emergency management or a first responder discipline. (All positions will require experience in a specific emergency management area such as planning, operations, community relations, or logistics.)

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/01/2006

REVISED BY: Patricia Anderson

CLASS HISTORY This class has been updated and revised. The class concept has changed to meet the needs of the agency.