



June 2008

EMERGENCY SERVICES COORDINATOR

DEFINITION

Under general direction, plans, organizes, oversees, and coordinates all programs and activities of the City's emergency management program for coordination of the City's response to local disasters and national security emergencies; organizes, oversees, and coordinates compliance with Federal, State, and local regulations in regards to certifications, training, and safety for the Public Works department; provides responsible and complex administrative and operational assistance to the Public Works Director; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director. Exercises no direct supervision of staff. May provide technical and functional direction to other staff and volunteers, as needed.

CLASS CHARACTERISTICS

This is a single-position classification that organizes and oversees day-to-day program management and administration activities involved in the City's Emergency Operation Plan, emergency training programs, and affiliation with regional emergency management organizations. Responsibilities also include the development and oversight of comprehensive safety and training program(s) requiring extensive knowledge of Federal, State, and local laws and regulations governing certification requirements of the Public Works staff. Successful performance of the work requires the ability to coordinate work with that of other departments and public and regulatory agencies. Performance of the work also requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from other administrative support classifications by its oversight of programmatic functions specifically related to emergency management and safety programs.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Participates in the development and implementation of goals, objectives, and priorities for the City's emergency management program; identifies resource needs; recommends and implements procedures, including standard operating procedures for assigned program.
- Participates in the development and administration of the program budget; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of program performance.
- Develops and maintains the City's Emergency Operation Plan and supporting documentation such as incident specific plans, emergency operations center procedures, and call-out lists.
- Researches, prepares, and implements City emergency preparedness plans and projects.
- Prepares, maintains, and updates program documents, reports, records, and files.

- Confers with a variety of agencies, vendors, subject matter experts, and the general public in acquiring information about disaster preparedness, emergency operations, and safety programs; provides information regarding assigned programs.
- Manages the Public Works Department's safety programs, including assisting in safety inspection of City facilities and equipment, coordinating safety awareness training of City staff, and participating in the development of safety policies and procedures throughout the City.
- Maintains training and certification records for City staff; coordinates training and certification exam schedules; tracks completion.
- Serves as a technical resource for program information; may supervise or lead other staff or volunteers assigned to the program; provides training and technical assistance to City, other staff, and the public.
- Researches funding sources, develops grant applications, and writes proposals; negotiates and monitors contracts or grants.
- Acts as a representative to local residents, school districts, municipal and community groups, private businesses, and others concerning questions, problems, concerns, and activities related to specific.
- Conducts special research assignments, analyzing data, and preparing conclusions and recommendations for consideration by management or special committees.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Participates on and makes presentations to a variety of committees; attends and participates in professional group meetings.
- Develops and prepares public information materials such as notices, brochures, flyers, newsletters, and other materials; updates website with informational materials.
- Maintains accurate databases, records, and files related to the specific program.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and procedures related to disaster preparedness, emergency operations, and public safety administration.
- Needs assessment and evaluation practices as applied to the analysis of assigned programs, policies, and operational needs.
- Modern and complex principles and practices of program development and administration.
- Modern principles and practices, technical and legal issues, and research methods of assigned programs.
- Recent developments, current literature, and sources of information related to functional areas.
- Modern office methods, practices, procedures, and equipment, including computer hardware and software.
- Computer applications related to the work, including word processing, spreadsheet, and database applications.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of budget preparation and administration.
- Applicable Federal, State, and local laws, codes, and regulations.
- General principles of risk management related to the functions of the assigned area.
- Techniques of effective training and teaching practices.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with the public.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.

- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Administer complex programs in an independent and cooperative manner.
- Provide administrative and professional leadership and direction for the City's Emergency Response Programs.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Analyze, interpret, apply, and ensure compliance with Federal, State and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Identify and respond to issues and concerns of management and a variety of professional groups, commissions, and committees.
- Effectively represent the department and the City in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Monitor legislative and technological changes and recommend operational and code changes as appropriate.
- Prepare clear and concise reports, correspondence, policies, procedures, informational materials, ordinances, and other written materials.
- Utilize computer and related word processing, database, and spreadsheet software and applications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework or specialized training in safety management, emergency response, or business administration, and five (5) years of increasingly responsible experience in emergency response, safety and risk management, program administration, or a related field.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Driver's License by time of appointment.

- Hazmat Awareness Certification.
- Underground Storage Tank Certification.
- Incident Command Series certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various City facilities and work sites; and to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels and controlled temperature conditions, although there may be occasional exposure to inclement weather conditions, noise, dust, and potentially hazardous materials. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.