

## CLASSIFICATION SPECIFICATION



**CLASSIFICATION:** Emergency Operations Manager  
**ALLOCATION:** County Administrator's Office  
**FLSA STATUS:** Exempt  
**UNION AFFILIATION:** N/A - Management

**ESTABLISHED:** July 2011  
**REVISED:**

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### **JOB SUMMARY:**

Under general direction of the County Administrator, plan, organize and manage the Emergency Services function; coordinate County emergency and disaster related efforts in planning, response, recovery and mitigation issues; develop and administer plan modification, outreach, training and reporting activities; maintain the County Emergency Operations Center in a constant state of readiness; on behalf of the County Administrator, provide strategic and operational oversight to county agencies involved in emergency or disaster matters.

This is the managerial level in the emergency services series.

### **CLASS CHARACTERISTICS:**

This position reports directly to the County Administrator. This class is distinguished from the County Administrator in that the latter is responsible for the administration and overall direction of the Emergency Services function, in addition to overall coordination and provision of all County services.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Direct and manage the operations of the Emergency Services Division; assist County with emergency planning and development plans; ensure a constant state of disaster readiness.
- Determine emergency service and disaster preparedness program objectives and priorities consistent with established goals approved by the Board of Supervisors and County Administrator; develop strategies to integrate and focus various approaches to achieve program objectives.
- Assist with research and determination of funding sources for various programs and/or projects; prepare grant applications; assist with administration of grants and monitoring of sub-grantees; monitor grant expenditures; provide guidance in the completion of State and Federal grant fund reporting documentation.
- Research and develop operational procedures and protocol for County emergency management functions; assist County departments, agencies and stakeholder groups to identify areas of emergency response that may require Office of Emergency Services (OES) involvement; advise and assist various groups including County staff, special districts, cities and businesses in reviewing and/or developing emergency preparedness plans.
- Conduct surveys to determine the types of emergency-related needs to be addressed in disaster planning or provide technical support to others conducting such surveys; formulate and implement programs, policies, plans and procedures for monitoring and reviewing OES responses in times of disaster.
- Serve as a liaison with Cal EMA, FEMA, County Administrator, Board of Supervisors, County Department Heads, other governmental agencies, non-governmental organizations and private non-profits.
- Ensure proper documentation for compliance with Federal and State reporting.
- Develop, prepare and maintain the County's Emergency Operations Plan; work closely with emergency responders for related plan review and updates; develop and present emergency services training to public employees.
- Operate the Mobile Incident Command Vehicle when needed for operational area response.
- Manage the County's Multi-hazard Mitigation Plan.
- Activate the County Emergency Operations Center (EOC) and may oversee, coordinate and direct EOC operations during emergency disaster response on a relief or as-assigned basis.
- Request appropriate sources of mutual aid during large scale emergencies; assist with completing appropriate After Action/Correction Action reports following an emergency seeking reimbursement funding.
- Collaborate with other officials to prepare and analyze damage assessments following disasters or emergencies; prepare emergency situation status reports that describe response and recovery efforts, needs and preliminary damage assessments and prepare follow-up and corrective action recommendations for review with County staff, participating agencies and the Board of Supervisors.

- Research, prepare and maintain a variety of technical, statistical, administrative and narrative reports and correspondence; perform special projects and tasks as assigned in support of emergency services operations.
- Participate in the administration of the emergency services budget including forecasting funds; monitor departmental budget and expenditures.

**Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Drive a motor vehicle in the course of the work to access work sites.
- May supervise assigned staff on a project or day-to-day basis.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Principles, practices, methods and techniques of modern disaster response including the use of Standardized Emergency Management System (SEMS), Operational Area Satellite Information System (OASIS), State Resource Information Management System (RIMS), Geographic Information System (GIS), Hazards US (HAZUS), the National Incident Management System (NIMS) and the Incident Command System (ICS).
- Principles and practices of emergency response planning, training and management.
- Emergency services and communications systems, equipment and procedures utilized in staffing and coordinating activities within an emergency operations center.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, occasionally where relations may be confrontational or strained.
- Conditions leading to major emergencies, their effects, mitigation, response lines, lines of authority, resource requirements, damage assessment, recovery methods and safety and survival procedures.
- Federal, state and local laws, codes, ordinances related to emergency planning and operations.
- Principles and practices of management necessary to assist with planning, analyzing, developing, evaluating and directing the diverse and complex activities of County government.
- Principles and practices of budget development and administration, public funding and state and federal reimbursement processes.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Administrative principles and practices including the preparation of policies and procedures.
- Standard office equipment and computer applications related to the work.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Principles and practices of public health, hospital, law enforcement, fire and public works operations.
- Principles and practices of technical and functional supervision and training.
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Principles of site-to-site radio functions, requirements per the federal communications commission and interoperable communications.

**Skill in:**

- Understanding, interpreting, applying and explaining complex local, state and federal rules and regulations governing emergency preparedness.
- Training and facilitating others in policies and procedures related to the work.
- Assessing and prioritizing multiple tasks, projects and demands within limited timeframes.
- Exercising authority and providing direction in various situations, as required.
- Exercising sound independent judgment within general policy guidelines.
- Assessing, prioritizing multiple tasks, projects and demands.
- Using initiative and independent judgment within general policy guidelines.
- Developing, recommending and implementing goals, objectives, policies, procedures and work standards.
- Evaluating program strategies, analyzing alternatives, defining problem areas and recommending solutions.
- Preparing clear, concise, reports, correspondence and other written materials.

- Developing and maintaining accurate logs, records and files.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.
- Managing one's own time and the time of others.
- Identifying complex problems, analyzing information and evaluating results to develop and evaluate options and implement solutions.
- Planning, directing and reviewing the work of others on a project or day-to-day basis.

**Ability to:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Perform calmly, purposefully and appropriately in emergency and stressful situations.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Evaluate alternate courses of action and make decisions under the pressures of disaster and emergency situations.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Deal tactfully and effectively with the public, regulatory agencies and policy-making bodies, vendors, consultants and others contacted in the course of the work.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational situations, technical policies and procedures.
- Organize, plan and prioritize work, developing specific goals and plans to accomplish the work in a timely manner as established by regulations and local policy.
- Pay attention to detail and be thorough in completing work tasks.
- Communicate clearly and concisely, both orally and in writing.
- Adapt quickly to changes in policies, procedures and assignments.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Coordinate emergency services planning with other governmental agencies.
- Analyze the potential for disasters and oversee development and production of a comprehensive plan for mitigation, response and recovery including research and modification of elements of existing comprehensive emergency response plans.
- Direct an emergency response program involving a variety of agencies and departments, volunteer groups, businesses and community service organizations.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group V) which will measure the following abilities:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone.
- Independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; mobility to work in some very adverse conditions including mud, smoke, heat, cold, rain, high winds and steep terrain to observe emergency conditions or conduct training exercises.
- Manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Operate the Mobile Incident Command Vehicle when needed for operational area response and to drive a motor vehicle to visit sites and attend meetings.
- Occasionally lift, carry, push, pull or otherwise move bags or boxes of material weighing up to 75 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- May require work with exposure to dangerous conditions, extreme weather, physical harm and infectious diseases.

- May require unusual or prolonged work hours during emergencies or disasters and during training programs or emergency preparedness exercises.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment and maintain it throughout employment.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation including Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Attend meetings outside of normal working hours including weekends.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.
- Must be able to implement appropriate response to any County emergency within 30 minutes of being notified.

**Education and Experience:**

**MINIMUM:** Bachelor's Degree from an accredited college or university with major course work in business or public administration, public safety/emergency management or a field related to the work; completion of State and Federally sponsored courses in disaster preparedness, response and recovery; and three years of professional experience planning, managing, or organizing for disaster relief, emergencies, and civil defense, either in an office of emergency services or in the police, fire protection, emergency medical or other related field.

Candidates with strong experience who lack the degree are encouraged to apply.

**PREFERRED:** In addition to the minimum requirements, certification as a trainer in Incident Command Systems (ICS), Standardized Emergency Management Services (SEMS) and/or National Incident Management System (NIMS); Standardized Emergency Management System (SEMS)/National Incident Management System (NIMS) credentialing through CalEMA; certification in emergency management or its equivalent issued by the International Association of Emergency Managers (IAEM), National Coordinating Council of Emergency Management or an equivalent agency; and/or the completion of Federal Emergency Management Agency Professional Development Series.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

CAO Approval: Robert Bendorf  
Date:

EEOC: B  
WC: 9410

Human Resources Approval: Iva Seaberg  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_