

**County of Humboldt Job Specification**  
**EMERGENCY SERVICES PROGRAM MANAGER**  
**Classification 0193**  
**FLSA: Exempt**



**DEFINITION**

Under general direction, plans, develops, organizes, coordinates, and performs activities related to the preparation and implementation of County emergency management and preparedness programs; performs related work as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Undersheriff. Exercises direct supervision over professional and administrative support staff.

**CLASS CHARACTERISTICS**

This is a mid-management classification responsible for planning, organizing, reviewing, and evaluating emergency preparedness operations throughout the County. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignment of different positions.*

- Oversees and coordinates emergency services activities including developing, implementing, and maintaining the County's emergency management framework; oversees and directs a variety of emergency preparedness, response, recovery, and mitigation related programs including volunteer teams and community groups that assist in community education.
- Advises County leadership during critical events, crises, and disasters; responds to and assists in management of significant emergency situations; provides emergency planning consulting services to various County departments, local businesses, community groups and other agencies.
- Develops emergency plans consistent with state and federal laws and regulations; organizes, schedules, and implements emergency preparedness activities and other related programs.
- Coordinates and facilitates a variety of meetings to foster relationships and develop emergency procedures with a range of stakeholder groups.
- Develops and assists in the implementation of goals and objectives; establishes schedules and methods for providing emergency management services; implements policies and procedures.
- Develops and conducts emergency management training sessions with other County departments and outside agencies.

- Develops interactive relationships with outside organizations including but not limited to local, state, and federal fire suppression organizations, the state Office of Emergency Services, county-wide law enforcement and emergency medical entities, American Red Cross, school and other special districts, civil groups and utility companies; maintains close working relationships to ensure rapid and coherent responses in emergency situations.
- Promotes and coordinates activities within the emergency management program, such as the preparation and distribution of program marketing materials including news releases, flyers, schedules of events, pamphlets, and brochures.
- Maintains records and develops reports concerning new or ongoing programs and program effectiveness; maintains records for disaster relief programs; maintains emergency preparedness reports; prepares statistical reports as required; makes presentations as necessary.
- Monitors program performance; recommends and implements modifications to systems and procedures; monitors program compliance with laws, rules and regulations related to provision of emergency preparedness and related services.
- Coordinates, researches, locates, and administers a variety of private and public grants including Federal Emergency Management Administration (FEMA) grants; administers the assigned budget and submits budget recommendations.
- Establishes and directs the County's Emergency Operations Center; evaluates regular and emergency communication systems; makes recommendations as appropriate.
- Plans, schedules, and assigns work to assigned staff and volunteer workers, sets priorities, and follows up to ensure coordination and completion of assigned work; participates in selection decisions, evaluates employee performance, counsels employees, and recommends initial disciplinary actions.
- Performs related duties as assigned.

### **QUALIFICATIONS**

*The requirements listed below are representative of the knowledge and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

#### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the emergency management and response.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, budget management, and work standards.
- Local, state, and federal laws governing emergency management and reimbursement.
- Functions of FEMA, the American Red Cross, and county and state Emergency Operations Centers as they impact emergency preparedness, response, and recovery.

- Various emergency management systems including the Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS).
- Principles and procedures of state and federal grant application and management.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Office of Emergency Services.
- Prepare effective reports, correspondence, and other written materials.
- Provide complex response recommendations and effectively establish priorities during chaotic incidents.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, legal, and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

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

Equivalent to a bachelor's degree from an accredited college or university with major coursework in emergency management, public safety, public administration, or a related field.

**and**

Four (4) years of professional experience in emergency management, disaster response, and/or other related emergency preparedness programs.

**Licenses and Certifications:**

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.
- Completion of the National Emergency Management Advanced Academy (NEMAA), California Specialized Training Institute (CSTI) EOC Credentialing, and Emergency Management Institute (EMI) Professional Development Series are desirable.

**PHYSICAL DEMANDS**

- Mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites as well as incident command posts and disaster sites; standing in work areas and walking between work areas is frequently required; frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information, equipment, and materials; ability to lift, carry, push, and pull materials and objects up to 25 pounds or heavier weights of up to 100 pounds with the use of proper equipment and/or assistance from other staff.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

**ENVIRONMENTAL CONDITIONS**

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.
- May work in inclement weather, at field incident command posts and/or disaster impacted areas as needed.

**ADDITIONAL REQUIREMENTS**

- Must be willing to work evenings and weekends as necessary, and irregular hours during emergency events.
- Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).