

**CLASS SPECIFICATION**  
**Emergency Operations & Volunteer Services Program Manager**

**GENERAL PURPOSE**

Under general policy direction, develops and manages a comprehensive disaster and emergency preparedness program for the City, including disaster mitigation, preparedness, planning, training, education, response, recovery and equipping of City staff and community members; manages and directs the operations of the City's Emergency Operations Center; coordinates disaster preparedness with City departments, community and civic organizations, special districts and other federal, state and local governmental agencies; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single incumbent class is responsible for developing, managing and implementing a City-wide disaster management program. The incumbent provides administrative and technical management, expertise and coordination on program activities. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently with awareness of emergency preparedness issues and sensitivities. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

Emergency Operations & Volunteer Services Program Manager is distinguished from other professional and management positions by the incumbent's specialized knowledge of disaster preparedness planning and program implementation/management.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, coordinates, supervises and evaluates the work of the disaster services program; with subordinate staff, participates in establishing operational plans and initiatives to meet program goals and objectives; implements program plans, work programs, processes, procedures and policies required to achieve overall program performance results; coordinates and integrates program functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against program and grant budgets.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the City's human resources policies and procedures and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving City objectives and service expectations;

provides leadership and participates in programs and activities that promote a positive employee relations environment.

4. Develops, implements and manages an disaster preparedness program and serves as the central coordinator for the City; provides administrative and technical expertise and coordination to prepare the City to be able to successfully handle all disasters; recommends adoption of and implements program policies and procedures, work objectives, goals, disaster organization structure and work schedules; reviews and updates the City's Emergency Plan, evacuation plans, standard operating procedures, safety emergency procedures and other disaster program documents; determines improved emergency preparation, response and mitigation; interprets, communicates and implements disaster-related policies and regulations to ensure City compliance with federal, state and local laws; coordinates disaster preparedness with City departments, community and civic organizations, special districts and other federal, state and local governmental agencies; manages, coordinates and provides training to the City's Community Emergency Response Team (CERT) and Emergency Response Force (ERF); manages the Radio Amateur Civil Emergency Services (RACES) program.
5. Maintains, organizes and runs the City's Emergency Operations Center (EOC) at an event-ready status; plans, conducts and evaluates bi-annual EOC drills in accordance with federal regulations; conducts routine tests of all Emergency Operations Center equipment and systems to ensure proper operation; coordinates EOC activation; determines needed resources for center and program operations; selects and recommends purchase of EOC and program equipment, systems and supplies; provides staff training on EOC operations, policies and procedures; maintains secure access to the EOC; prepares and submits reports on EOC operations and status to the County EOC.
6. Manages the City's American Heart Association (AHA) training center; oversees, directs and conducts training and delivers presentations to City staff, commercial and civic organizations, residential groups, school organizations and citizens on City- and County-wide emergency response and preparedness policies and procedures; conducts instructor training courses on First Aid, CPR, Heart Saver, Standardized Emergency Management System procedures and AED and fire extinguisher usage; monitors and tracks instructor credentials; oversees and evaluates training classes conducted by instructors to ensure compliance with AHA policies and procedures and quality control; provides guidance and training to instructors based on student evaluations; evaluates training center operations and results and recommends changes to achieve City mission and goals.
7. Facilitates, coordinates and manages disaster recovery efforts; oversees, directs and participates in the set-up of local disaster centers and care and shelter sites following disasters; facilitates grant applications processes for mitigation monies from state and federal agencies; provides technical support for emergency incidents, such as hazardous materials spills, multi-casualty incidents, evacuations, care and sheltering, fires and police incidents as needed.

#### **OTHER DUTIES**

1. Attends emergency management training and conferences to keep current on trends and developments in the field of disaster and emergency management.
2. Represents the City on professional, community and City boards and committees.
3. Manages and oversees the City's volunteer recruitment program; oversees and directs volunteer recruitment, selection, training and tracking activities performed by subordinates; participates in planning volunteer recognition activities and events.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Theory, principles, practices, techniques, technology and systems in the field of disaster and emergency preparedness management for a public organization.
2. Federal, state and local laws and regulations applicable to disaster preparedness planning and program management.
3. Principles and practices of program management.
4. Resources, equipment, supplies and personnel needed to maintain operational readiness in order to be able to respond to City emergencies.
5. Principles and practices of public administration for budgeting, purchasing and maintenance of public records.
6. Principles and practices of sound business communication.
7. Principles and practices of effective management and supervision.
8. City human resources policies and labor contract provisions.

### **Ability to:**

1. Plan, assign, supervise and coordinate the work of professional and technical teams.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Understand, interpret, apply and explain relevant local, state and federal laws.
5. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
6. Design, conduct and evaluate emergency plan exercises.
7. Operate a computer and standard business software.
8. Present information clearly, logically and persuasively.
9. Communicate clearly and effectively, both orally and in writing.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
11. Establish and maintain effective relationships with City management, staff, consultants, vendors, other governmental agencies, community and civic groups, the public and others encountered in the course of work.

### **Education, Training and Experience:**

A bachelor's degree in public administration, emergency management, operations and logistics management or a related field. At minimum of five years of progressively responsible experience in

developing and implementing emergency management programs; and at least two years' experience in a supervisory or lead capacity.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

A current and valid FEMA CERT Instructor Trainer certification.

A current and valid American Heart Association Instructor Trainer certification.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; drive a vehicle; use hands to finger, handle, feel or operate standard office equipment; reach with hands and arms and lift up to 25 pounds. Employees regularly may stoop, kneel, bend or crouch and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, the use of both eyes, depth perception, peripheral vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff, consultants, vendors, other governmental agencies, community and civic groups, the public and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. The employee may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.