



EMERGENCY SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, and directs the work of implementing and maintaining a comprehensive risk based emergency management program for the communities served by the San Mateo Consolidated Fire Department; provides expert professional assistance to municipal staff in areas of responsibility and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a non-safety management level classification reporting to the Deputy Fire Chief and has responsibility for the direction and administration of the emergency management program, including a special emphasis on disaster preparedness and community risk reduction. The incumbent is responsible for all four phases (mitigation, preparedness, response, and recovery) of emergency management, including formulating policy, developing goals and objectives, supervising staff, administering the division's budget and directing the day-to-day operations. Assignments allow for a high degree of administrative direction in their execution with the goal of a proactive emergency management program, which will reduce the risk of injury and loss of life and will support sustainable recovery from a natural or man-made disaster. The incumbent confers with representatives of all municipal departments and of varied external resources and services to accomplish program goals and objectives.

SUPERVISION RECEIVED AND EXERCISED

Direction is provided by the Deputy Fire Chief. Exercises direct supervision of Emergency Services Specialist, support staff, and volunteers on a project or ongoing basis.

EXAMPLES OF DUTIES - Depending upon assignment, duties may include, but are not limited to, the following:

1. Perform a variety of complex administrative and technical duties related to the management of staff engaged in the development and implementation of projects and/or programs; track performance measures and prepare periodic status reports.
2. Continually monitor and evaluate the emergency management program and develop strategies to meet identified program needs, emergency activities, and SMCFD goals.
3. Draft emergency management policies and procedures, oversee the development of checklists, forms, logs and resource lists for the Emergency Operations Center (EOC); develop and update plans and standard operating procedures for the EOC.
4. Maintain EOC operational readiness; oversee the schedule of regular testing procedures to ensure operational efficiency; activate sections of the emergency operations plan at the direction of the Fire Chief.
5. Respond to the EOC to provide liaison and coordinative support to the Director of

- Emergency Services or his/her designees in emergency or disaster situations.
6. Represent the agency as emergency management subject matter expert and liaison with various organizations and committees, including inter-jurisdictional groups; coordinate the activities of the programs with other divisions, departments and agencies concerned with emergency management; attend and participate in group meetings and activities as appropriate.
 7. Provide for the training of various municipal personnel to establish and fulfill roles and responsibilities for emergency preparedness.
 8. Plan and direct the development of a Training and Exercise Plan that addresses and ensures execution of various disaster training exercises designed to test elements of the municipalities' emergency capabilities according to Homeland Security Exercise and Evaluation Program guidance.
 9. Facilitate planning meetings and processes involving municipal staff and whole community members to develop relevant emergency response, mitigation, continuity, recovery, and training plans.
 10. Oversee the preparation of and/or prepare municipal Emergency Operations Plans and recommend and implement modifications to such Plans.
 11. Develop effective liaison with representatives of municipal departments, public and private support and relief agencies, business, educational, homeowners' and other groups regarding municipal emergency services; prepare specialized plans designed to integrate the needs of various sectors of the community.
 12. Confer with and facilitate development of agreements with public, non-profit and private sector-resource agencies for support to the municipalities before, during and after a proclaimed emergency.
 13. Confer with State and Federal emergency management representatives in supporting emergency management activities; review legislation, regulations and other documentation to assure conformity of emergency management programs with Federal and State requirements.
 14. Research and develop proposals for grant funding to support emergency management goals; implement grants, monitor results, and prepare reports as needed.
 15. Develop regional integration of EOC operations with neighboring governmental agencies.
 16. Represent the department and make public presentations before civic and community groups; promote and respond to inquiries from the media and the public; participate in public relations activities in support of program.
 17. Prepare budgets, cost estimates and revenue projections for designated accounts, administer budget expenditures and supervise, monitor and control the expenditures of funds.
 18. Develop emergency management program strategic plans, goals, objectives, and annual work plans to meet goals for community safety, resilience and risk reduction.
 19. Plan, organize, prioritize, direct, and evaluate the work assignments of staff; establish performance objectives, work plans, and standards; encourage academic and/or professional development; ensure delivery of proper training to ensure successful staff performance.
 20. Work to foster an integration of disaster resilience community goals with those of sustainable development, such as through Hazard Mitigation Planning efforts.
 21. Assist municipalities by coordinating fund recovery efforts during declared disasters;

- coordinates with state and federal representatives in preparing and submitting required public assistance documents.
22. Respond to localized emergencies, such as multifamily residential fires, to provide on-scene support and coordination with local relief agencies, such as the American Red Cross, or to assist in evacuation centers and/or emergency shelters.
 23. May serve as public information officer for the fire department.
 24. Participate in specialized training, conferences and seminars as available and appropriate to maintain technical knowledge.
 25. Build and maintain positive working relationships with co-workers and the public using principles of good customer service.
 26. Perform other related duties and responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

Emergency management at the local government level, the incident command system (ICS), the California standardized emergency management system (SEMS), and the National Incident Management System (NIMS), guidance for the development of emergency plans; federal laws applicable to the mitigation, preparedness, response and recovery from a major emergency or disaster; project management, public administration, organizational management, and supervisory theories, principles, and practices; technical and theoretical methods of emergency management program facilitation; terminology, laws, rules and regulations as applied to emergency management; relationships among governmental agencies, industries, businesses, health science and schools; emergency management operational methods, principles, issues and service standards; record keeping practices and procedures; English usage, spelling, grammar and punctuation; modern office practices, procedures and computer equipment; principles and procedures of record keeping and reporting; research, statistical techniques and methodology; problem resolution methods; customer service techniques and team building concepts and theories, principles and methods of communication and conflict resolution.

Ability to:

Determine priorities and make critical decisions; manage staff and volunteers; develop, write, apply and implement inter-agency emergency management program policies and procedures; resolve conflict, build teams, and promote the program mission; communicate in writing and verbally with diverse audiences; establish and maintain effective interpersonal relationships with municipal officials at all organizational levels and with the public; maintain confidentiality and handle sensitive materials; manage projects to completion in accordance with established deadlines, anticipate administrative and operational challenges; work effectively in an extreme environment and withstand outside pressures, formulate goals, analyze problems and effect solutions.

EXPERIENCE AND TRAINING GUIDELINES

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

Experience:

Five years of progressive emergency management/disaster experience, or relevant professional experience in risk management, public administration, or program management may be exchanged for the emergency management/disaster experience requirement.

Education:

Equivalent to graduation from a four-year college or university with major coursework in emergency management, public administration, public policy, planning or a field related to the work. Additional experience as outlined above may be substituted for the education on a year-for-year basis to a maximum of two years.

License or Certificate

- Possession of a valid California driver's license and a satisfactory driving record is required.
- Valid certificates for ICS 100, 200, NIMS 700 or ability to obtain within first year of employment.
- CPR certification must be obtained within one year of employment.
- Professional certifications such as Certified Emergency Manager (CEM), FEMA National Emergency Management Advanced Academy, and/or California Governor's Office of Emergency Services Career Credentials are highly desirable.

ADA Special Requirement:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment with some exposure to hazardous situations; ability to travel to different locations; availability to work off-hours and for emergency call-out; ability to safely lift 50 pounds.

Adopted Fire Board: 7/10/2019
Employee Group: Management
FLSA: Exempt
Pre Appt Medical: Yes
Safety Sensitive: Yes
Form 700: Yes
Job Code: 2482