



EMERGENCY SERVICES COORDINATOR I/II

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under general direction, this position plans, coordinates and administers the City's emergency preparedness services, disaster preparedness and recovery programs. The Emergency Services Coordinator participates in assigned administrative processes, procedures and programs and is responsible to provide information and assistance to the public regarding emergency preparedness programs and services.

Classification Characteristics:

Emergency Services Coordinator I: This is the entry level position in the Emergency Services Coordinator series and is distinguished from the Emergency Services Coordinator II by the performance of the less complex analytical functions and duties assigned within the series. The Emergency Services Coordinator I is typically used as a training class. Positions in this class are flexibly staffed and may advance to the Emergency Services Coordinator II level when training and experience is sufficient to perform at the full journey level. This position receives general supervision.

Emergency Services Coordinator II: This is the full journey level position in the Emergency Services Coordinator series. This class is distinguished from the Emergency Services Coordinator I by the performance of the full range of duties assigned including exercising independent judgment within established guidelines and regulations. Positions in this class are flexibly staffed and are normally filled by advancement from the Emergency Services Coordinator I level, or when filled from the outside, have prior experience. This position receives general direction.

Essential Functions:

- Plan, implement, coordinate and direct activities of the City's Emergency Services Disaster Program.
- Develop and maintain the City's Emergency Operations Plan and supporting documentation, write new policies and guidelines and maintain emergency notification lists.
- Organize, equip, maintain and review the effectiveness of the City's Emergency Operations Center (EOC) while keeping it available for immediate activation, by operating and testing EOC equipment and systems, developing and reviewing activation and operation procedures, training employees and maintaining appropriate supplies.
- Coordinate or teach EOC operations training, Standardize Emergency Management System (SEMS) and National Incident Management System (NIMS) training to City employees and volunteers to remain in compliance with Federal, State and local requirements; plan and implement disaster drills.
- Coordinate meetings and activities of related volunteer groups such as the Chino Hills Auxiliary Radio Team (CHART).
- Coordinate with City departments and outside agencies to manage disasters.

- Participate in the preparation and administration of the Emergency Preparedness budgets; maintain and monitor appropriate budgeting controls.
- Collect, compile and analyze information from various sources on a variety of emergency and disaster preparedness programs.
- Assist in the drafting and implementation of City policies and procedures.
- Represent the City and meet with Federal, State and local agencies to coordinate emergency communications plans in the event of a national disaster.
- Prepare ordinances, resolutions and other supporting program documents; prepare and monitor program grants and related proposals; monitor compliance with applicable contractual agreements.
- Negotiate and coordinate in the development of contracts for professional services, identify funds available; prepare staff reports; interface with legal counsel as required.
- Prepare comprehensive technical records and reports pertaining to assigned area of responsibility; conduct research and comprehensive data collection efforts to support analysis.
- Perform a variety of administrative, technical, operational, research and analytical duties in support of the emergency preparedness program; research, prepare and develop reports, surveys and informational materials to meet community needs for preparedness presentations.
- Receive and respond to questions from the general public related to assigned area of responsibility; review problems and recommend corrective actions; prepare summary reports as required. Provide training, general information, and educational resources to citizens as needed.
- Review, interpret and provide recommendations on legislation, laws, and regulations affecting disaster preparedness or emergency services.
- Maintain emergency sheltering food, water and equipment supplies.
- Represent the City by attending and participating in professional group meetings; maintain awareness of new trends and developments in the field of emergency management and emergency preparedness; incorporate new developments as appropriate.

Emergency Services Coordinator I Qualifications:

Knowledge of:

- Basic principles and practices of municipal disaster preparedness and emergency response.
- General concepts of Standard Emergency Management (SEMS) and National Incident Management Systems (NIMS).
- Methods and techniques of research, program analysis and report preparation.
- Negotiation techniques.
- Municipal government organization and operations.
- Public relations techniques.
- Principles and procedures of recordkeeping.
- Verbal and written communication skills including proper grammar.
- Modern office procedures, methods and computer software.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Learn the provisions of the City's Emergency Operations Plan and the organization, structure and operations of the Emergency Operations Center (EOC).
- Administer contracts with outside service providers.
- Monitor work quality and progress of work provided by outside service providers.
- Perform responsible administrative work involving the use of independent judgment and personal initiative.
- Research, analyze and evaluate programs, policies and procedures.
- Organize, consolidate and report statistical data.
- Independently prepare correspondence, memoranda and reports.
- Learn Federal, State and local laws, rules and regulations governing area of responsibility.
- Learn principles and practices of budget preparation and administration.
- Perform responsible administrative work involving the use of independent judgment and personal initiative.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgment, flexibility and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *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:

One year of responsible experience assisting with emergency management programs, disaster response or emergency preparedness.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in business administration, public administration or a related field.

License or Certificate:

- Possession of a California Class C Driver's License.
- Possession of, or ability to obtain, certificates in ICS-100, ICS-200, ICS-300, ICS-400, IS-700, IS-800.

Emergency Services Coordinator II Qualifications:

Knowledge of:

- Principles and practices of municipal disaster preparedness and emergency response procedures.

- Functions, practices and procedures of Emergency Operations Centers and emergency communications.
- Operational concepts of Standard Emergency Management (SEMS) and National Incident Management Systems (NIMS).
- Principles and practices of grant application and administration.
- Principles and practices of budget administration.
- Municipal government organization and operations.
- Public presentation methods and techniques.
- Methods and techniques of research, program analysis and report preparation.
- Negotiation techniques.
- Public relations techniques.
- Principles and procedures of recordkeeping.
- Verbal and written communication skills including proper grammar.
- Modern office procedures, methods and computer software.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Administer contracts with outside service providers.
- Monitor work quality and progress of work provided by outside service providers.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Research, analyze and evaluate programs, policies and procedures.
- Organize, consolidate and report statistical data.
- Develop and present formal training programs in emergency management related subjects.
- Develop public information materials and make public presentations.
- Independently prepare complex correspondence, memoranda and reports.
- Federal, State and local laws, rules and regulations governing emergency and disaster preparedness.
- Principles and practices of budget preparation and administration.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgment, flexibility and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *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:

Three years of increasingly responsible experience in emergency management programs, disaster response or emergency preparedness.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in business administration, public administration or a related field.

License or Certificate:

- Possession of a California Class C Driver's License.
- Possession of certificates in ICS-100, ICS-200, ICS-300, ICS-400, IS-700, IS-800.

Working Conditions:

Work primarily in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for responding to in-person and telephone inquiries. Vision is required for normal office work. The need to lift and carry files, and supplies weighing up to 50 pounds is required.