

**City of San Rafael  
Job Class Specification**

## **Job Title: Emergency Services Manager**

### **SUMMARY**

Under administrative direction of the Assistant City Manager, the Emergency Services Manager directs, manages, supervises and coordinates the City's Emergency Services Program and is also responsible for overseeing the emergency preparedness program, which includes staff training, education and community outreach.

### **SUPERVISION**

This position reports to the Assistant City Manager and will exercise supervision of other personnel. The position received indirect supervision from the Fire Chief and Police Chief.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Facilitate the development and implementation of goals, objectives, policies and priorities for the emergency management program, monitor and evaluate the efficiency and effectiveness of the program and prepare and present reports to the City Council concerning emergency management matters. Coordinate the implementation and maintenance of the comprehensive emergency management plan.
- Work with City departments to develop plans and standard operating procedures that establish the duties and responsibilities of department personnel and facilitate the accomplishment of emergency management goals and objectives.
- Maintain a Hazard Mitigation Plan that identifies and assesses the specific hazards that threaten the City, and coordinate with City departments to evaluate and recommend hazard mitigation measures.
- Develop and implement an organizational structure for the City's Emergency Operations Center (EOC) and ensure that a properly equipped EOC can be activated quickly in the event of an emergency.
- Identify and document facility, vehicle and equipment resources available to emergency response personnel.
- Develop agreements with allied agencies and vendors to commit personnel, equipment and other appropriate resources that will provide additional support to the City during major emergencies.
- Train City staff in the purpose of, and their roles within, the Incident Command System (ICS), Standard Emergency Management Systems (SEMS) and National Incident Management System (NIMS).
- Maintain and expand the Disaster Area Response Team (DART) program. Establish and maintain the DART database and website.

- Oversee the Emergency Volunteer Center program and plan.
- Provide assistance to the Fire Chief, Police Chief, and other staff in the accomplishment of the City's management goals and objectives.
- Conduct emergency response exercises to evaluate the City's emergency management organization, plans and systems.
- Coordinate the City's emergency management planning efforts with other governmental agencies and the public to ensure that working relationships and communications during a major emergency are well-defined and understood.
- Maintain a close and effective working relationship with the County of Marin Office of Emergency Services and neighboring cities.
- Maintain a community outreach, education and information resource program that increases public awareness of potential hazards and encourages emergency preparedness among residents and businesses.
- Seek out and apply for grant funding for emergency management training, facilities, equipment, vehicles and support services.
- Serve as the City's primary liaison to federal, state and local emergency management services.
- Work effectively with the citywide Emergency Preparedness Committee to further the City's emergency management goals and objectives.
- Plan, direct, coordinate and review the work of assigned staff, assign work activities, projects, and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
- Oversee and participate in the development and administration of the assigned annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
- Perform related duties as required.

## **EDUCATION AND EXPERIENCE:**

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

- **Education/Training:** Equivalent to a Bachelor's degree from an accredited college or university with major course work in emergency management, public administration, or a related field.
- **Experience:** Five years of increasingly responsible experience performing professional emergency management or coordination duties that include supervisory or project management experience.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

The following describes the knowledge and ability required to successfully perform the duties of this position.

**Knowledge of:**

- Principles and practices of emergency management, including hazard identification and mitigation and disaster preparedness, response and recovery.
- California Standardized Emergency Management System (SEMS), Incident Command System (ICS) and the National Incident Management System (NIMS).
- Emergency Operations Center (EOC) structure and operating procedures.
- Emergency operations communications systems.
- State and Federal damage reporting and reimbursement procedures.
- Accounting and budgeting principles and methods.
- Principles and practices of program development, administration and evaluation.
- Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
- Pertinent federal, state and local laws, codes and regulations.

**Ability to:**

- Prepare detailed emergency management plans and procedures.
- Develop and present training programs for staff that addresses emergency management systems and procedures.
- Develop and conduct emergency management exercises.
- Interpret and explain City emergency services, policies and procedures.
- Interpret and apply federal, state and local laws, rules and regulations.
- Learn and retain local geography and resources as they relate to emergency management planning and operations.
- Stay abreast of emergency management requirements and standards.
- Analyze and evaluate new program techniques.
- Prepare clear and concise reports; communicate clearly and concisely; both orally and in writing.
- Oversee, direct, coordinate, train and evaluate the work of assigned staff.
- Reason logically and creatively to utilize a variety of analytical techniques to solve complex emergency management problems.
- Ability to gain the respect, confidence and cooperation of City employees and the public and maintain effective working relationships with those contacted in the course of work.
- Participate in the development and administration of division goals, objectives and procedures.
- Prepare and administer program budgets.
- Analyze, interpret and apply federal, state and local policies, laws and regulations.
- Identify and analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.

**DEPLOYMENT SUPPORT:**

- Ability to request compensated time for deployment and participation on State or Federal Incident Management Teams, FEMA Teams, or Volunteer Service Organizations. City supports this multi-jurisdictional assistance.

**SPECIAL REQUIREMENTS:**

- Possession of a valid California Driver's License.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Office setting, with some travel to various office and field locations. Sufficient physical ability to work in an office setting and operate office equipment. See in the normal visual range with, or without, correction; vision sufficient to read computer screens and printed documents. Hear within the normal audio range with, or without, correction. The noise level in the work environment is usually quiet.

FLSA Status: non-exempt  
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