

FIRE DEPARTMENT
SANTA CLARA COUNTY

EMERGENCY SERVICES COORDINATOR

DEFINITION

The Emergency Services Coordinator reviews and updates emergency preparedness plans, conducts staff training and community education programs in disaster preparedness, and acts as a liaison between the Department, local jurisdictions, state and federal agencies.

The work performed by the incumbent is under the day-to-day supervision of the Senior Emergency Services Coordinator and overall direction of the Deputy Chief of Training.

This classification is an alternately staffed position with the Senior Emergency Services Coordinator classification. This is an unrepresented and exempt position under the Federal Labor Standards Act.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification. The incumbent provides expertise in the development of emergency response plans and implementation of related preparedness community education and training programs. The incumbent is required to exercise considerable discretion and independent judgment in the performance of work. This class is distinguished from the Senior Emergency Services Coordinator in that the latter is a supervisory position.

EXAMPLES OF DUTIES

Depending upon assignment duties may include, but are not limited to the following:

- Develop and conduct disaster preparedness, response briefings and education programs to residential, commercial and civic organizations to promote citizen and community hazards awareness and disaster education programs.
- Review and revise elements of emergency preparedness plans in compliance with state and federal regulations for jurisdictions served by the Department.
- Provide technical expertise to local jurisdictions on emergency preparedness and hazards risk assessment in accordance with existing jurisdiction policies and procedures.
- Compile and disseminate various educational materials to staff and community groups to ensure effective response in the event of a disaster.
- Assess the local jurisdiction training needs and develop appropriate training exercises and programs.

EXAMPLE OF DUTIES (continued)

- Plan, coordinate and conduct comprehensive training sessions on emergency preparedness to community groups, and staff of the local jurisdictions served by the Department.
- Collaborate and liaison with representatives from local jurisdictions, businesses, homeowners, educational and other groups regarding disaster preparedness and emergency services.
- Act as the Department's representative to County, regional and state emergency planning and preparedness committees and organizations.
- Provide technical assistance to various volunteer groups in the event of a disaster and ensure compliance with Department guidelines.
- Write a variety of correspondence to staff and community groups using a personal computer regarding emergency preparedness services.
- Write reports/articles on emergency preparedness for the local news media upon request.
- Prepare and present written and verbal reports to the Fire Chief, Assistant Chief and/or the Deputy Chief of Training related to emergency preparedness.
- Attend emergency preparedness conferences as required, to ensure that emergency preparedness plans and general emergency services are current and in compliance with current changes in legislation and policy at the county, state and federal level.
- Establish and organize a variety of records related to various emergency preparedness functions in order to collect and prepare data for inclusion in written reports and to document significant actions and decisions to maintain continuity of service.
- May provide limited work direction to Department personnel and volunteer groups.
- Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Equivalent to graduation from a four-year college or university with major course work in business or public administration, or other field of study that is closely related to the work. Possession of a Certificate of Achievement from Federal Emergency Management Training and/or participation in Emergency Management Training classes is highly desirable.

Experience: A minimum of two years of professional level administrative, operations or related staff support position preferably in a public setting, OR two years of experience providing emergency response to fire, police or life safety or disaster situations. Additional experience as outlined above may be substituted for the educational requirement on a year-for-year basis up to a maximum of two years.

EMPLOYMENT STANDARDS (continued)

Working Conditions/Physical Demands: Ability to work in a standard office environment with some exposure to hazardous situations; must be able to transport audio-visual equipment and training aids; ability to periodically lift, push, pull, reach, kneel and general manual dexterity. Occasionally lift up to 50 lbs.

Knowledge Of:

- Principles, practices and procedures of emergency preparedness to assist in the development or modification of emergency preparedness plans for several local jurisdictions.
- Department regulations and operational procedures to effectively explain them to others and incorporate them in day-to-day job activities.
- Principles of training and community education, including home emergency preparedness programs.
- Written communication principles to prepare clear, and concise reports and grammatically correct correspondences.
- Computer software programs including Microsoft Word to prepare correspondences and written reports.
- Applicable local, state and federal laws and regulations to ensure legal compliance of emergency services plans.

Ability To:

- Speak before groups for the purpose of providing information or explaining procedures, policies and regulations.
- Assume and demonstrate independent responsibility for decisions and actions on various aspects of emergency preparedness services.
- Use audio-visual equipment and other training aids to provide effective training sessions.
- Communicate with individuals or groups in order to obtain information and/or address issues of concern relative to emergency preparedness services.
- Discuss in group settings, technical and/or difficult topics with authority.
- Maintain calm and professional demeanor in confrontational or difficult situations.
- Establish and maintain harmonious working relationships with those contacted in the course of work.
- Work irregular or protracted hours, and respond promptly to call-backs.

Required License: Possession of a valid, appropriate State of California Driver's License.

Background Check: As a condition of employment, must pass a standard background check and fingerprint.