

FIRE DEPARTMENT
SANTA CLARA COUNTY

PROGRAM SPECIALIST I

DEFINITION

The Program Specialist I classification is the first-level in the Program Specialist series and is assigned to projects and tasks that are narrow in scope involving definable parameters. Dependent on assignment, under the general supervision of the Senior Program Specialist, the incumbent is generally assigned duties involving emergency management (e.g., Emergency Operations Plans (EOP), Emergency Operations Center (EOC) readiness), community risk reduction education (e.g., fire safety, injury prevention and preparedness), and/or community based volunteer programs (e.g., Community Emergency Response Teams (CERT)).

This classification is a Fair Labor Standards Act non-exempt, represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

The Program Specialist I is distinguished from the higher classification of Program Specialist II in that the latter performs at a journey-level with a high level of independence and responsibility, executing more complex duties, and may act as a lead providing work direction and training to the Program Specialist I. Dependent upon assignment, incumbent may be assigned to the Fire Prevention Division in Community Education Services or the Office of Emergency Management.

This classification is an alternately staffed position with the Program Specialist II.

EXAMPLES OF DUTIES

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

- Assist with preparing, planning, scheduling, coordinating, and conducting training and community outreach involving emergency management, community education, and/or community based volunteer programs such as CERT to county government agencies, city staff, and community stakeholders.
- Assist with ensuring that the elements of emergency management plans, community education programs, and/or community based volunteer programs are in compliance with state and federal regulations.
- Compile and disseminate various educational materials to local jurisdiction staff and community groups.
- Respond to requests for literature and educational materials from local communities, schools, businesses, and agencies for community based volunteer programs, community education and emergency management, and provide routine information to the general public.
- Assist with maintenance of the Emergency Operations Center (primary and alternate) and support equipment, including logistics planning.

EXAMPLES OF DUTIES (continued)

- May be assigned to the Emergency Operations Center and/or a Recovery Team to support disaster response and/or recovery.
Assist with the development of plans, annexes, procedures, and protocols to support emergency preparedness, response, and/or recovery operations.
- Attend required meetings related to emergency management, community education, and/or community based volunteer programs.
- Assist with preparing and maintaining program reports, presentations, and educational material associated with emergency management, community education, and/or community based volunteer programs.
- Research, prepare, and organize a variety of records to document and maintain continuity of service.
- May be assigned duties in other Department programs at the discretion of the Director of Emergency Management and/or the Deputy Chief/Director of Fire Prevention.
- Work irregular or protracted hours and respond promptly to call-backs.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience:

Completion of the 12th grade or General Education Development (GED), an associate's degree, and two (2) years of professional experience in program development and coordination, training, community outreach, or related experience.

Or

Completion of the 12th grade or General Education Development (GED), a minimum of 30 college credit units, and a minimum of three (3) years professional experience providing program development and coordination, training, community outreach, or related field experience.

Highly Desirable: Dependent upon assignment, certifications in emergency management, fire science, domestic preparedness, education, and/or community based volunteer programs. Experience working with/for a volunteer organization.

The following knowledge, skills and ability requirements are dependent upon assignment, and where applicable, may be attained during the course of employment in the position:

Knowledge Of:

- Basic principles and practices of public and business administration.
- Basic methods, principles, and practices of general office operations including filing systems, computer software applications, and standard office machines.

Knowledge Of: (continued)

- Basic techniques, principles, and practices of public contact and community relations.
- Basic knowledge of the National Incident Management System (NIMS), California's Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).
- Basic techniques of collecting and compiling data pertinent to community based volunteer programs, fire/life safety community education programs and/or emergency preparedness.
- Basic principles, practices, and techniques of public speaking and group dynamics.
- Applicable local, state, and federal laws and regulations to ensure legal compliance of emergency management.
- Principles and practices of modern office methodology and effective record keeping procedures.
- Correct English usage, spelling, grammar, and punctuation.

Ability to:

- Learn how to plan, promote, coordinate, and implement programs.
- Learn principles, practices, and procedures of community volunteer programs, community education, and/or emergency management and preparedness.
- Use media production, audio-visual equipment, communication, and dissemination techniques and methods including alternative ways to inform and communicate via written and oral; use other training aids.
- Communicate professionally to both internal and external individuals or groups, and maintain a calm and professional demeanor in difficult situations.
- Speak before groups for the purpose of providing information or explaining procedures, policies, and regulations.
- Demonstrate professional discretion in political environments.
- Write effective and accurate reports and documents.
- Use modern office technology and equipment, including computers, related software, telephones, calculators, copiers, and fax machines.
- 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.
- Conduct and document maintenance checks on a variety of equipment, document any equipment deficiencies, and provide recommended corrective action for identified deficiencies.

Working Condition/Physical Demands: Requires sitting and standing for extended periods of time, primarily in an office environment; finger dexterity and the ability to grasp objects with the fingers and palm; climb, stoop, crawl, kneel, crouch, push, pull, reach, stand; lift up to 25 pounds.

Required License: Possession of a valid, appropriate state of California driver's license.

Pre-Employment Requirements: The candidate must pass a background check, Live Scan fingerprint, and complete a medical examination.