

FIRE DEPARTMENT  
SANTA CLARA COUNTY

**PROGRAM SPECIALIST II**

DEFINITION

The Program Specialist II organizes and directs activities and dependent upon assignment, prepares and organizes activities related to emergency management (e.g., Emergency Operations Plans (EOP), Emergency Operations Center (EOC) readiness), and/or community-based volunteer programs (e.g., Community Emergency Response Teams (CERT)); and acts as a liaison between the Department jurisdictions and government agencies.

The incumbent will be under the supervision of the Deputy Director of Emergency Management, and/or the Senior Program Specialist.

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

DISTINGUISHING CHARACTERISTICS

The Program Specialist II is distinguished from the lower classification of Program Specialist I in that the latter is the first-level position in the Program Specialist series. The incumbent may act as a lead to the Program Specialist I and is required to exercise considerable discretion and independent judgment in the performance of work. The Program Specialist II is also distinguished from the Senior Program Specialist in that the latter is a supervisory position. Dependent upon assignment, incumbent will be assigned to the Office of Emergency Management.

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

EXAMPLES OF DUTIES

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

- Coordinate to integrate various existing emergency preparedness and operation plans and procedures with other governmental agencies, community-based organizations, volunteers, and public service agencies.
- Plan, schedule, coordinate, and conduct training, which includes providing emergency management, and community-based volunteer program trainings for county representatives, city staff, and community stakeholders.
- Prepare emergency management, and/or community-based volunteer programs, outreach programs, plans, drills, and exercises.
- Prepare after action reports and improvement plans post training/exercises.
- Develop lesson plans, instructor guides, participant handouts, Power Point presentations, class/course flyers and descriptions to support emergency management, community-based volunteer programs.
- Maintain, review, and revise elements of emergency management plans, and/or community-based volunteer programs to be in compliance with state and federal regulations.

EXAMPLES OF DUTIES (continued)

- Maintain the Emergency Operations Center (primary and alternate) and support equipment, including logistics planning.
- 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.
- Maintain, review, and revise elements of emergency management plans, and/or community-based volunteer programs to be in compliance with state and federal regulations.
- Effectively integrate and participate in high functioning work teams.
- Collaboratively partner with multiple jurisdictions and agency partners.
- Provide expertise to local government on emergency preparedness, hazards, and risk assessments in accordance with their respective policies and procedures.
- Compile and disseminate various educational materials to local jurisdiction staff and community groups to ensure effective response in the event of a disaster.
- Assess and evaluate local jurisdiction training needs, and develop and implement relevant training exercises and programs.
- Collaborate, liaison, and provide assistance to representatives from local government jurisdictions, businesses, schools, faith-based organizations, and volunteer groups.
- Act as the Department's representative to city, county, regional, and state working groups to include multi-jurisdictional coordination and planning.
- Research and prepare written documents including correspondence, reports, emergency plans, standard operating procedures, evaluations, and recommendations.
- Establish 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.
- Act as a lead to Program Specialist I; provide work direction to Department personnel and volunteer groups.
- Serve in various assigned positions in jurisdictional emergency operations centers (EOC) and the Operational Area EOC.
- Work irregular or protracted hours and respond promptly to call-backs.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Equivalent to graduation from a four-year college or university with major course work related to public administration, business, communication, emergency/disaster management, disaster preparedness or a field of study that is related to the work; and a minimum of two (2) years in a full-time position providing program development and coordination, training, community outreach, or any related field to the work.

Or

EMPLOYMENT STANDARDS (continued)

An associate's degree and four (4) years in a full-time position of broad and increasingly responsible experience in program development and coordination, training, community outreach or related experience.

Highly Desirable: Dependent upon assignment, certifications in emergency management, fire science, domestic preparedness, education, and/or community-based volunteer programs.

The following knowledge, skills and ability requirements are dependent upon assignment:

Knowledge Of:

- Principles, practices, and procedures of emergency management, community risk reduction education and community-based volunteer program administration.
- Best practices in progressive emergency management, community-based volunteer program management, and community risk reduction strategies.
- Federal, state, and county regulations pertaining to Disaster Service Workers (DSW) and community-based volunteer programs.
- Department regulations and operational procedures.
- Training principles, curriculum development, training design, teaching methods and instructions related to emergency management, community emergency preparedness and community risk reduction programs.
- Communication techniques and methods; creative ways to communicate information via written, oral, and visual media.
- Computer software programs including Microsoft Word, PowerPoint and Excel to prepare statistical data, correspondences, and written reports.
- Applicable local, state, and federal laws and regulations to ensure legal compliance of emergency management.
- Knowledge of the National Incident Management System (NIMS), California's Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).

Ability To:

- Work without close supervision and demonstrate independence in decision-making.
- Plan, promote, coordinate, and implement programs.
- 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 and groups, and maintain a calm and professional demeanor in difficult situations.
- Demonstrate professional discretion in political environments.
- Conduct and document maintenance checks on a variety of equipment, document any equipment deficiencies, and provide recommended corrective action for identified deficiencies.
- 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.

Working Conditions/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.