



Emergency Services Coordinator I - III

CLASS SPECIFICATION

CLASS SUMMARY:

Depending upon the assignment under general direction, prepares and revises emergency response plans for the County; manages and administers designated state and federal grants; manages alert and warning program; manages public information and preparation campaign(s); responds to emergencies and coordinates emergency response efforts of participating agencies; designs and delivers related training support for county emergency service workers, community groups, private industry, and volunteers relative to local jurisdiction plans; and performs other related duties as required

DISTINGUISHING CHARACTERISTICS:

The Emergency Services Coordinator series has the responsibility to assist in the development and maintenance of the County's emergency management program. Under general direction, incumbent in any level will perform analytical and administrative duties in support of the daily operations of the Office of Emergency Services; assist with the coordination, planning and training of county employees and stakeholders; assist in developing policies and procedures and implement program goals and objectives; may serve as project manager on emergency management projects; assist in maintaining emergency management budget and compliance with federal grant guidelines. Acts on behalf of the Coordinator – Programs/Emergency Services as needed.

The Emergency Services Coordinator series is further distinguished by the following:

Coordinator – Programs/Emergency Services - The Coordinator – Programs/Emergency Services performs the more complex and higher level professional activities to assist the Emergency Services Manager in developing, planning, organizing, formulating, updating and maintaining countywide plans for multi-hazard and disaster responses under the jurisdiction of the Solano County Office of Emergency Services. The Coordinator – Programs/Emergency Services serves as a member of the department management team.

Emergency Services Coordinator III - At senior level, incumbents provide lead oversight (or function in a lead capacity) for/over lower level staff on a regular and recurring basis. Incumbents make and balance work assignments; assess work quality and determine work completion; provide on-the-job training; and prepare records and reports. Incumbents may perform administrative tasks in the absence of the supervisor.

Emergency Services Coordinator II - At the journey level, incumbents independently perform the full scope of emergency services duties including developing and maintaining the County's emergency management program.

Emergency Services Coordinator I -- At entry level, incumbents perform routine duties within the scope of practice of Emergency Preparedness and Disaster Planning.

SUPERVISION RECEIVED AND EXERCISED:

Emergency Services Coordinator II – III

Receives general supervision from the Coordinator – Programs/Emergency Services.

May be required to provide functional and technical guidance to lower-level staff.

Emergency Services Coordinator I

Receives general supervision from the Coordinator – Programs/Emergency Services or Emergency Services Coordinator II - III.

Exercises supervision over technical and clerical level staff.

ESSENTIAL DUTIES: This class specification represents the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

1. Provides planning and formulation of disaster event management services; prepares emergency plans and annexes in response to all hazards and disasters; provides assistance to County managers and staff participating in disaster event management activities.
2. Develops grant applications and program proposals to obtain state and federal funding; administers and oversees specially funded programs/project/functions, develops quality assurance standards; develops reporting requirements and associated documents.
3. Coordinates the planning, maintenance, and activation of the Emergency Operations Center (EOC); plans and coordinates training programs for participants in County and City disaster event management services; analyses and reviews disaster event management exercises; assists the Emergency Services Manager with all aspects of emergency response and preparedness activities.
4. Represents the County before boards and committees, in public meetings, and to other governmental agencies in specific areas of assignment; serves on and/or is the staff person assigned to committees and groups involved in specific program assignments.
5. Provides consultation services to the community and related agencies; meets with community organizations, private individuals, agency administrators, and professional staff to gain cooperation in achieving program/project goals; serves as liaison to community groups.
6. Performs community outreach, liaisons and develops partnerships with community groups, businesses, governmental agencies, and other community organizations; and assists in developing and implementing public outreach programs and informational campaigns related to emergency preparedness, public alert and warning through available social media outlets.

County of Solano – Class Specification
Emergency Services Coordinator I - III

7. Reviews project proposals/plans to determine timeframes, funding limitation; develops recommendations for accomplishing project objectives, outcome indicators, performance measures, staffing requirements and allotment of funds to various project components.
8. Negotiates with service providers regarding procedures, costs, and other contract matters; oversees and monitors contracts.
9. Evaluates program/project needs and ensures effective program/project delivery.
10. Serves in the County Emergency Operations Center as required.

MINIMUM QUALIFICATIONS:

Emergency Services Coordinator III

EDUCATION:

A bachelor's degree from an accredited four-year college or university with major coursework in emergency management, public policy, planning, and public or business administration, communication or a related field.

EXPERIENCE:

Three (3) years of administrative, operational, or technical experience in a governmental emergency services or disaster response agency, planning and executing emergency preparedness activities preferred. The required experience may include the development of plans, educational programs and training exercises, public alert and warning and the coordination of such activities with local, state, and/or federal agencies and organizations. Administrative experience in planning, training, and coordination with local, state and/or federal agencies and organization is accepted.

Emergency Services Coordinator II

EDUCATION:

Equivalent to an associate's degree, preferably in major coursework in emergency management, public policy, planning, and public or business administration, communication or a related field.

EXPERIENCE:

Two (2) years of administrative, operational, or technical experience in a governmental emergency services or disaster response agency, planning and executing emergency preparedness activities preferred. The required experience may include the development of plans, educational programs and training exercises, public alert and warning and the coordination of such activities with local, state, and/or federal agencies and organizations.

Administrative experience in planning, training, and coordination with local, state and/or federal agencies and organization is accepted.

Note: Additional experience may substitute on a year for year basis for the educational requirement.

Emergency Services Coordinator I

EDUCATION:

Equivalent to an associate's degree, preferably in major coursework in emergency management, public policy, planning, and public or business administration, communication or a related field.

EXPERIENCE:

One (1) year of administrative, operational, or technical experience in a governmental emergency services or disaster response agency, planning and executing emergency preparedness activities preferred. The required experience may include the development of plans, educational programs and training exercises, public alert and warning and the coordination of such activities with local, state, and/or federal agencies and organizations. Administrative experience in planning, training, and coordination with local, state and/or federal agencies and organization is accepted.

Note: Additional experience may substitute on a year for year basis for the educational requirement.

Advanced coursework, certifications, and/or credentials from recognized and qualifying emergency management organizations highly desirable.

The class of Emergency Services Coordinator I is flexibly staffed to Emergency Services Coordinator II without further examination upon approval and discretion of the Appointing Authority.

The class of Emergency Services Coordinator II is not flexibly staffed to Emergency Services Coordinator III.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

Possession of or ability to obtain prior to employment a valid Class C California Driver's License and a good driving record.

May be required to work extended and unusual hours including holidays, weekends, and/or off-hour shifts during emergency or disaster situations and during training programs or preparedness exercises and be on-call in case of emergencies.

REQUIRED COMPETENCIES:

Knowledge of:

- Standards and accepted principles of leadership, on the job-training, and work review depending on assignment.
- Federal and state disaster preparedness, response, recovery, and mitigation programs; federal, state and local regulations, practices, and standards relating to emergency management; contemporary principles, practices, and theory of management techniques; and organization, functions, and activities of county government.
- National Incident Management Systems (NIMS), Incident Command System (ICS), and Federal Emergency Management Agency (FEMA).
- The California Standardized Emergency Management System (SEMS), desirable.
- Principles and practices of: disaster management; emergency planning and training; modern disaster response; project planning, development and evaluation, including preparation, implementation and administration of policies and procedures.
- Methods, techniques, and trends involved in the development, administration, implementation, and evaluation of emergency management training programs.
- Techniques to gain community involvement in risk assessment, disaster planning, citizen and community disaster education, and other emergency management programs.
- Effective teamwork concepts.

Skills/Abilities:

- Distribute work and provide work directions, review work performance and conduct of staff, provide on-the-job training to staff, make assignments, prioritize and evaluate work depending on assignment.
- Strongly develop, recommend, and implement goals, objectives, policies and work standards; evaluating program strategies, analyzing alternatives, defining problem areas and recommending solutions; and understanding, interpreting, applying and explaining complex local, State, and federal rules and regulations governing emergency preparedness.
- Effectively communicating both verbally and in writing; making presentations; and preparing clear, concise, and accurate written materials.
- Appropriately conduct effective negotiations by tactfully representing the County in meetings with governmental agencies, regulatory organizations, the public, media, community groups, vendors, and various business and professional organizations.
- Properly facilitate, develop, and maintain effective working relationships with County employees and people from outside of the County organization, including volunteers, community organizations, and public and private agencies.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Analyze complex information, draw conclusions, and make sound recommendations; read and interpret relevant local, State, and federal legislation;
- Build effective working relationships with people within and outside the County organization;
- Work with significant independence;
- Communicate effectively in both oral and written formats to technical and lay personnel;
- Make public presentations;

County of Solano – Class Specification
Emergency Services Coordinator I - III

- Understand and apply federal, state, and local emergency services regulations and procedures;
- Effectively perform assigned tasks under conditions of considerable stress; represent the County with tact, diplomacy, and professionalism.
- Proficiently utilize computer equipment, specialized software applications, and technology related to work.
- Organize and prioritize a variety of projects in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Attributes:

Characteristics/core competencies an incumbent must display in the job include analyzing and interpreting data, , environmental exposure and tolerance, legal and regulatory navigation, action and results focus, adaptability, attention to detail, handling stress, professional integrity and ethics, self-management, customer focus, influencing, relationship building, involving others, , teamwork, and valuing diversity. As incumbent promotes to level II- III, incumbent must also display critical thinking, negotiating, professional impact, presentation skills, developing others and managing performance

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** This class typically requires employees to perform the following: stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Sedentary Work:** Employees in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- **Vision:** This class typically requires employees to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. This class requires employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** This class typically requires employees to perceive the nature of sounds at normal speaking levels with or without correction and have the ability to receive detailed information through oral communication. Employees in this class are also required to be able to communicate to express or exchange ideas.

WORKING CONDITIONS:

- **Office Work:** Employees in this class will most often be working in an office setting. **AND/OR**
- **Office Work plus Outdoor Work:** While most work will be in an office setting, visits to outdoor worksites will require an employee in this class to occasionally work outside and be subject to a variety of weather conditions, walking on uneven terrain, and working around vehicles in operation and around machinery with moving parts.

OTHER REQUIREMENTS:

- Independent Travel: Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
 - Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
 - Language Proficiency: Some positions allocated to this class will require the applicant to speak, read and write in a language other than English.
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Director of Human Resources

- Date Approved by the Director of Human Resources:
- Date Class Title added to the Listing of Classes & Salaries by the Board of Supervisors: 11/02/21
- Date(s) Revised: N/A
- Date(s) Retitled and Previous Titles of the Class: N/A
- Class Codes: 322040 (I), 323050 (II), 324030 (III)