

**CLASS SPECIFICATION**  
**Emergency Management Operations Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

**GENERAL PURPOSE**

Under general policy direction, plans, organizes, directs and integrates the daily operations of the Bureau of Emergency Management; oversees functions of the Emergency Operations Center; provides expert professional assistance and guidance to City management on a wide range of emergency management issues; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single position class is responsible for managing, directing and integrating a number of functional areas of the regional comprehensive disaster planning, response and recovery program. The incumbent is responsible for assisting in management of bureau programs and services and for providing strategic advice and counsel in the design, development and implementation of bureau operations. The incumbent assists the Emergency Management Director in developing and implementing strategic Citywide emergency management plans and setting strategic direction for the office's various functional program areas. Responsibilities are broad in scope, allow for a high degree of program and administrative discretion and are evaluated in terms of overall program and cost effectiveness.

Emergency Management Operations Manager is distinguished from other emergency manager positions in that the incumbent manages and directs the daily operation of the Bureau of Emergency Management and oversees the work of subordinate supervisors as well as Police and Fire Command Officers assigned to the Office of Emergency Management.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of designated divisions of the Bureau of Emergency Management; with subordinate managers, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the annual bureau budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned managers and their staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance;

recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.

3. Provides leadership and works with assigned managers to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Assists the Director in working with the City's elected leadership to develop and implement strategic regional disaster preparedness and response plans and setting strategic direction for the for the bureau's functional program areas.
5. Conducts complex management, systems and technical studies and prepares recommendations and reports; conducts research and analyzes bureau operation in regards to disaster preparedness including response and recovery trends; citizens and user issues; meets with various groups to explain bureau policies and procedures, evaluates public interests and concerns and negotiates solutions among conflicting interests
6. Directs the bureau's training program and staff to identify training needs and establish training objectives and schedules; monitors and evaluates new employee training; monitors developments in training programs and technology to update or improve the bureau's training program.
7. Supervises the coordination and administration of grant programs; assists in writing, editing and reviewing grant applications; provides oversight to office financial staff in grant preparation and administration.
8. Oversees all functions of the Emergency Operations Center; coordinates with other city bureaus' emergency operations centers and managers on the response to and operation of the City's EOC and training of city EOC staff; assists the Director in coordinating the regional EOC with other city, county, state and federal EOC's; assists Director in developing related policies and providing advise on integration issues; supervises the management of the City EOC prior to, during and after a disaster in support of the Incident Commander or Unified Command.
9. Manages logistics of a disaster response, commits bureau resources and personnel; provides direct to sworn and non-sworn emergency response personnel

#### **OTHER DUTIES**

1. Acts for the Director as requested and in that individual's absence.
2. Represents the bureau on management and technical committees and task forces.
3. Attends conferences, conventions and other various meetings to stay up-to-date on state, regional and national trends in disaster preparedness and response.

## MINIMUM QUALIFICATIONS

### **Knowledge of:**

1. Theory, principles, practices, techniques and technology in the field of emergency preparedness and response communications for a large, multi-jurisdictional metropolitan area.
2. Policies and procedures of various fire, police and emergency services user agencies as they pertain to emergency preparedness and response.
3. Federal, state and local laws applicable to areas of responsibility.
4. Principles and practices of public administration, including budgeting, purchasing and the maintenance of public records.
5. Research methods and analysis techniques.
6. Principles and practices of grant application and management.
7. Principles and practices effective human resource management and supervision.
8. Effective community and public relations methods and practices.
9. City and bureau human resources policies, labor contract provisions and training requirements.
10. Principles and practices of sound business communication.
11. Operation of a computer and standard business software.
12. The National Incident Management System (NIMS) and Incident Command System (ICS).

### **Ability to:**

1. Manage and direct a diverse staff of technical and professional personnel.
2. Manage and direct a large and comprehensive emergency response operation and personnel.
3. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policy.
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
5. Understand, interpret, apply and explain relevant city, state and federal laws.
6. Evaluate management practices and make sound recommendations for improvement; develop and implement appropriate procedures and controls.

7. Present oral or written information clearly, logically and persuasively.
8. Prepare clear, concise and comprehensive reports, studies and other written materials.
9. Exercise sound expert independent judgments within general policy guidelines.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues; and employee situations.
11. Establish and maintain effective working relationships with the Mayor, Commissioners, City executives and managers, labor organizations and their representatives, officials of other governmental agencies, community and business organizations, the media, employees and the public.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, or a closely related field; and at least five years of progressively responsible public safety or emergency management experience, including at least three years of which were in a supervisory or management capacity; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

Achieve and maintain a high level security clearance; certification indicating completion of National Incident Management System classes IS 100, IS 200, IS 700 and IS 800.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 07-01-06 New non-represented “Emergency Management Operations Manager” (7990) class created. (Ordinance approved by Council 8/23/06.)  
June 2009 - Change Job Class number from 7990 to 30000790, due to system change.  
October 2011 – updated to reflect name change to Bureau of Emergency Management