

City of South San Francisco  
Human Resources Department

## **Disaster Preparedness Manager**

### Class Description

#### **Definition**

Under the general direction of the Fire Chief, the position administers and monitors the coordination of the department's Disaster Preparedness program, including disaster response, disaster response training, maintaining emergency operations plans and annexes in compliance with local, state and federal regulations; and does other related duties as assigned.

#### **Distinguishing Characteristics**

This single class is distinguished from other classifications by its specialization in disaster preparedness administration: to plan, develop, implement and monitor a comprehensive emergency disaster program for the City; to coordinate short- or long-term responses to natural or technological disasters or acts of terrorism; to organize and provide training to civilian and city staff, to maintain and operate the city's Emergency Operations Center through coordination of various city, county or federal agencies as well as civilian and private groups. Under direction, the incumbent exercises considerable independence.

#### **Typical and Important Duties**

1. Provides support to the Fire Chief and the City Manager's Office to coordinate actual or potential preparedness or response efforts.
2. Plans, organizes, and coordinates training programs and emergency operations exercises and drills to prepare city department staff to respond quickly and effectively to emergencies.
3. Advises departments on their emergency plans and coordinates interdepartmental activities and drills; and prepares and disseminates information and materials to ensure effective city response in a disaster situation.
4. Schedules and conducts regular testing procedures to ensure operational efficiencies and activates sections of the emergency plan at the direction of the Fire Chief and City Manager.
5. Assists in the development of goals, objectives and budget requests for the emergency planning and disaster preparedness function; administers budget expenditures; maintains adequate supplies of materials and equipment; and participates in the forecast of funds needed for staffing, equipment, materials and supplies.
6. Recommends program and equipment changes.
7. Develops, maintains and updates the city's target hazards and plans.
8. Responds to Emergency Operations Center (EOC) and coordinates operations during natural or man-made disasters.
9. Recommends and supports implementation of contingency planning solutions.

10. Monitors the department's compliance with related local, state, and federal policies; ensures compliance; notifies appropriate staff of changes in laws and regulations and of any violations.
11. Assists in administering the process for submitting federal and state reimbursement claims for city's costs during and after emergency operations.
12. Attends emergency management meetings at the local, regional, state and federal levels; works cooperatively with County departments, other disciplines and jurisdictions to enhance coordination and improve emergency response capabilities.
13. Provides operational oversight of Basic Life Support (BLS) ambulance program.
14. Investigates program-related complaints, develops findings and recommendations, and forwards findings to the appropriate staff.
15. Maintains records and files; prepares periodic and special reports related to work performed; makes presentations to various groups regarding the purpose, procedures and status of the plan.
16. Plans, assigns, directs and reviews the work of support staff and/or volunteers on a project or on a day-to-day basis.
17. Provides technical assistance as appropriate.
18. Works on other projects, as assigned.
19. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### *Knowledge of:*

- Principles, methods, and practices of disaster preparedness.
- Demonstrated experience in administration, policy and planning as related to emergency preparedness and response.
- Applicable legal guidelines and standards governing emergency services for city, county, state and federal organizations and functions related to emergency preparedness and services.
- Excellent written and verbal communication skills, including ability to clearly communicate complex and technical information to a non-technical audience, and the ability to prepare and conduct presentations in front of large crowds and diverse audiences.
- Demonstrated knowledge of and experience working in the incident command system.
- Demonstrated project management skills with the ability to handle multiple projects simultaneously and prioritize effectively; work under time constraints; and work effectively during stressful emergency situations.
- Techniques for the preparation of informational and educational materials.
- Computer applications related to areas of assignment, including word processing; spreadsheet, presentation, and database applications.
- Various audio/visual techniques and equipment.
- Basic supervisory principles and practices.
- Basic budgetary principles and practices.

*Ability to:*

- Manage and direct a comprehensive city-wide emergency services program.
- Apply principles, practices, techniques and procedures of training to a teaching/instruction environment.
- Analyze emergency situations and adopt effective courses of action.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to learn and retain local geography and resources as they relate to emergency management planning and operations.
- Coordinate multiple activities, meet deadlines, and work independently with minimal supervision.
- Prepare and deliver effective professional presentations to a variety of audiences.
- Communicate effectively in writing, verbally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Understand and carry out orders given in person, by radio, telephone or in writing.
- Establish and maintain cooperative relationships with those contacted in the course of work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work on-call, stand-by, and protracted and irregular hours.
- Effectively evaluate the technical skills of subordinate staff.
- Perform assignments and maintain equipment in a safe manner; understand and enforce safety policies, rules, and regulations; coach others and enforce adherence to safety policies and procedures.
- Maintain confidentiality regarding sensitive information.

*Skill in:*

- Word processing into standard computer format with speed and accuracy sufficient to perform assigned work.

**Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

*Experience:* Four years of progressively more responsible experience in emergency response management and disaster preparedness program oversight gained by working with local, regional or state government, including two years at the supervisory level.

*Training:* An Associate Degree from a community college with major coursework in Fire Science, Public Administration, or closely related field. Course work that would lead to the Fire Officer certification in accordance with the guidelines and requirements of the California Fire Academy System is preferred.

### **Licenses and Certificates**

The following licenses or certifications must be maintained as a condition of employment:

- Possession of an appropriate, valid California driver's license. Driving record will be checked periodically.
- Completion of the ICS Training Series 100, 200, 300 and 400.
- FEMA Certified Disaster Manager.
- FEMA Certified Train the Trainer (CERT).
- Training Instructor 1A and 1B.

### **Special Requirements**

Essential duties require the following physical skills and work environment:

*Physical Skills:* Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist; climb ladders, stairs, and scaffolding; walk on rooftops; lift and carry 35 pounds; vision to read a computer screen and printed materials, including maps and plans; hearing and speech to communicate in person and over the telephone, and to make presentations.

*Work Environment:* Work in standard office environment or field setting; exposure to cold, heat, noise, outdoors, confined workspace, chemicals, explosive materials, vibration, mechanical hazards, and electrical hazards.

*Ability to:* Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a neat and clean appearance; work on-call, stand-by, extended hours or off-shift work for meeting attendance or participation in specific projects or programs, and take calls during non-business hours.

Approved: January 15, 2014  
Revised Date:  
Former Titles:  
Abolished:  
Bargaining Unit: Mid-management  
ADA Review: January 2014  
DOT: No  
Physical: Class 2  
Status: Classified/Exempt  
EEOC Category: EF5\EJ2  
Job Code: M

### **ADA Documentation of Essential Duties**

1. SDE
2. SDE
3. SAE

4. SAE
5. SAE
6. SDE
7. SAE
8. SAE
9. SDE
10. MAE
11. OAE
12. MAE
13. MDE
14. OAE
15. SDE
16. SDE
17. OAE
18. OAE
19. OAE

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