

FAIRFIELD COUNTY

JOB TITLE: EMERGENCY MANAGEMENT DIRECTOR EMERGENCY MANAGEMENT

GENERAL STATEMENT OF JOB

Under limited supervision, is responsible for the overall operations of the Fairfield County Emergency 911 System. Supervises and oversees daily activities of department staff. Ensures efficient and effective operation of the Public Safety Answering Point (PSAP). Acts as Data Base Manager. Is also responsible for planning, organizing, directing, and administering the activities of the Emergency Preparedness Program for Fairfield County to include planning for and conducting exercises in responding to natural disasters, technical disasters, man-made disasters, etc.; preparing various budgets; and coordinating efforts with municipalities, industry, and the public. Reports to the County Administrator.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Is responsible for the overall operations of the E911 System.

Performs various supervisory duties in overseeing the daily activities and operations of the department. Coordinates work activities, assigns special projects, and reviews work to maintain departmental standards.

Ensures efficient and effective operation of the Public Safety Answering Point (PSAP).

Maintains close contact with all Emergency Service Agencies (Law Enforcement, Fire Services, Emergency Medical Services, Emergency Rescue Squad) to ensure appropriate and effective dispatch of services.

Maintains updated operating procedures for the PSAP.

Provides recommendations concerning the purchase of new equipment and system enhancements.

Acts as the primary liaison with various phone companies concerning E911 system.

Acts as the Data Base Manager. Maintains an updated version of the Master Street Address Guide (MSAG).

Coordinates the Fairfield addressing program and notifies appropriate agencies of additions and changes.

Ensures training is provided in proper use of the system for citizens.

Ensure proper operation training on the system for county personnel.

Acts as the 911 liaison for the media.

EMERGENCY MANAGEMENT DIRECTOR

Maintains current Emergency Services Zones (ESZ) and corresponding Emergency Service Numbers (ESN) through liaison with all Emergency Service Agencies.

Prepares annual budget and monitors E911 system revenues and spending.

Coordinates public awareness and community education programs with citizen groups, news media, business community, emergency service agencies, and schools within the County.

Plans, organizes, and directs the Emergency Preparedness Program for the County; develops emergency response plans to ensure immediate reaction to natural disasters and technical hazards. Directs and coordinates response activities with municipalities, industry, and the public; provides training/information to the public and professional organizations through drills and exercises. Directs the establishment of the line of succession for key personnel, the emergency warning system, and other pertinent functions involved in emergency preparedness.

Directs and coordinates the daily operations of the Program; coordinates the use of manpower, equipment, and other resources available in an effort to prevent or minimize loss of life and property. Complies with all requirements of the state pertaining to emergency operation plans, reporting requirements, and funding as specified.

Oversees the activities of volunteer assistants and clerical personnel in the Department. Performs such supervisory duties as instructing; planning, assigning, and reviewing work of subordinates; maintaining standards; coordinating activities; allocating personnel; acting on employee problems; and recommending disciplinary actions and salary increases.

Coordinates public awareness functions such as preparing news releases and letters to local news media

regarding emergency preparedness plans and operations; developing the Emergency Operations Plan.

Coordinates the various preparations, staffing, operations and activation of the Emergency Operations Center when necessary; maintains Operations Center at a constant state of readiness.

Directs a variety of other emergency preparedness functions such as organizing, manning, training, and equipping an effective radiological monitoring system as well as a system to respond to Hazardous Materials accidents; etc.

Maintains close liaison with local, state, federal and utility authorities, and coordinates with same in planning of short and long term activities/goals. Keeps County Administrator and County Council informed of all activities. Maintains a good working relationship with industry, volunteer groups, and organizations.

Prepares the annual budget for the Emergency Preparedness Department. Submits same to County Administrator and County Council for approval.

Coordinates SARA Title III activities.

Attends required training and seminars in order to keep abreast of methods, procedures, regulations, etc.

Utilizes various types of machinery and equipment such as typewriter, computer, radio communications equipment, copier, adding machine, shovel, chain saw, tape measure, etc.

Coordinates the recruitment and training of volunteer personnel and agencies to augment the personnel and facilities of the county for emergency preparedness purposes.

EMERGENCY MANAGEMENT DIRECTOR

Receives, reviews, processes, files and/or submits a variety of documents and reports such as invoices, monthly reports, newspaper copy, emergency plans, budget, response forms, monthly activity reports, vehicle maintenance reports, training reports, safety inspections, weather statements, nuclear emergency notification reports, hazardous chemical inventory, general letters of correspondence, etc.

ADDITIONAL JOB FUNCTIONS

Assists other related agencies as needed.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an associates degree and a three to five years experience in dealing with 911 systems with vocational/technical school training in emergency preparedness operations, radiological management, chemical management, etc., and one to two years of experience in emergency preparedness operations, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Must hold certifications in various areas including exercise design, radiological emergency management, and mass fatalities management. Must possess a valid S.C. driver's license; or any equivalent combination of education and experience which provides the required skills, knowledge, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a two-way radio as well as a variety of types of office and other equipment including computer, typewriter, alarm monitor, SLED teletype, camera, maps, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Physical demands are in excess of sedentary work, but may require walking, standing, reaching, stooping, etc. for brief periods of time. Must be able to lift and/or carry weights of approximately twenty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers and various agencies and individuals. Includes the giving of assignments/instructions to subordinate personnel. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read and comprehend a variety of documents, reports, regulations, policy procedures, instructional and/or safety manuals, hazardous material sheets and/or information. Must be capable of reading and understanding medical and weather-related terminology. Is able to make effective oral presentations. Requires the ability to prepare various documents and reports such as dispatch reports, schedules, purchase orders, etc., using the proper format, punctuation, spelling and grammar, and using all

EMERGENCY MANAGEMENT DIRECTOR

parts of speech. Requires the ability to communicate with co-workers, emergency response agencies, other County personnel, police agencies, public utilities, various agencies, and the general

public, etc. with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form. Must be able to deal with several abstract and concrete variables. Requires the ability to apply principles of rational systems such as law enforcement, counseling, medical systems (emergency medicine), legal systems, engineering, as it pertains to developing emergency plans, accounting, mechanics, personnel, marketing, communications, etc., in order to solve problems. Must be able to make quick, independent judgmental decisions relative to responding to emergencies in a command capacity.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions. Must be able to explain policies, procedures, protocols, etc. to others.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; utilize decimals and determine percentages; and determine time and weight; make statistical inferences; and apply algebra and geometric principles.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing office and communications and audiovisual equipment. Requires the ability to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under high stress when confronted with an emergency, dangerous and life-threatening situations. This individual may be subject to danger or risk to a significant degree or to tension as a regular and consistent part of the job.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Is able to speak clearly and concisely in receiving and transmitting messages. Is knowledgeable of policies and procedures governing the Communications Center and the Emergency Preparedness Agency. Has working knowledge of functions of various agencies that provide assistance in emergency situations which include fire departments, EMS, Red Cross, Public Works Department, etc. Has the ability to actively listen to others and understand emergency situations. Is able to assertively control conversations to quickly and accurately gather pertinent information and communicates information to proper recipient. Knows how to operate and care for short wave, teletype equipment, computers, etc. Knows agency rules and regulations regarding use of radio equipment. Has extensive knowledge of the functions, plans, and administration of all facets of the Emergency Preparedness Program in order to ensure efficient, prompt response to natural and man-made disasters. Possesses extensive knowledge of all local, state and federal rules, regulations, and guidelines as well as legal responsibilities, records and reporting procedures. Has extensive knowledge of all codes, ordinances, laws, rules, and regulations pertaining to all chemical and hazardous materials and facilities. Has knowledge of the emergency operating plans of area agencies. Has knowledge of the S.C. Operational Radiological Emergency Response Plan. Possesses and maintains a complete understanding and working knowledge of Communications Center radio, telephone, and computer systems. Knows how to interpret and apply complex ordinances and codes pertaining to the activities of the department. Has the ability to ensure that all rules, regulations, standards, and ordinances are well understood and implemented by subordinates. Is skilled in supervising and overseeing the operations of the program, department, and other participating departments/agencies to ensure compliance with all applicable codes and ordinances. Knows how to develop and administer short and long range plans for emergency preparedness involving all of the County. Is able to plan and implement public awareness programs as well as drills and exercises for responding to disasters. Has the ability to use independent judgment and discretion in critical situations such as response to natural and man-made emergency/disaster situations. Knows which internal reports have to be maintained by communications specialist. Has skill in the use of communications equipment. Has knowledge of the layout of the county roads and of the locations of the various neighborhoods. Is able to receive and transmit messages that are descriptive of events taking place. Is able to maintain calm disposition in emergency situations. Has the ability to direct and oversee the activities of subordinate personnel. Has the ability to train all new personnel in the use of telecommunications equipment. Has strong supervisory skills and the ability to plan and oversee work assignments. Is capable of preparing annual budget and oversee spending in the department. Knows how to purchase items as needed in the Center in order to maintain adequate inventory. Is able to work under stressful conditions related to handling emergency situations and performing supervisory duties. Is able to work in a dangerous environment in which toxic chemicals, smoke, and explosives are often present. Is able to provide training to employees, the public, and others involved in departmental exercises, including explanations and written instructions in order to ensure that standards and regulations are understood and implemented. Has the ability to prepare various records and reports as required. Is knowledgeable in compiling and preparing financial records and reports, and in preparing the budget

for the department. Is able to communicate in a firm and tactful manner with various agencies, members of the public, and County departments. Has good management, technical, supervisory, and mathematical skills. Is able to utilize various tools and equipment as necessary in the completion of daily activities, i.e. a computer, base radios, etc. Is knowledgeable in the terminology utilized within the department.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all County departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

Relationships with Others: Shares knowledge with Administrator, managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with agency employees,

staffers and managers in other departments, representatives from organizations, and the general public so as to maintain goodwill toward the County and to project a good County image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the County. Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, County Administrator, professionals, customers and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the County regarding the activities of the department and works to see that these expectations are met. Designs and formulates ways, means, and timing to achieve the goals and objectives of the department and the County. Within the constraints of County policy, formulates the appropriate strategy and tactics for achieving departmental and County objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the department and the County.

Organizing: Organizes own work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all County and department matters affecting them and/or of concern to them.

Staffing: Works with the County Administrator, and the Personnel Department to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the County. Personally directs the development and training of departmental personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing

and guiding others toward the achievement of County goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of County and State standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgement in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of department and County. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers their suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of County policies regarding the department and County function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the County and continually reviews department policies in order to ensure that any changes in County philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.