

**CITY OF SANTA CLARA, CALIFORNIA  
CLASS SPECIFICATION**

**TITLE: EMERGENCY SERVICES OFFICER (106)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
City Manager's Office	Various	Exempt

**CLASS SUMMARY**

Responsible for developing, implementing, and maintaining a comprehensive emergency services program for the City of Santa Clara. Maintains and updates the City's emergency plans for operations, administration, personnel and equipment. Collaborates with all city-wide departments and regional, State, and Federal governmental agencies.

**DISTINGUISHING CHARACTERISTICS**

This is a professional managerial position in the Unclassified Service. As a member of the City Manager's Office, the incumbent will report to the City Manager, who is the Director of Emergency Services, or designee in administering the City's Emergency Services Program.

As a member of the City's Unclassified Service, this is an "at-will" position. The incumbent serves at the discretion of the City Manager. An incumbent in this classification demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; sets a good example; and correctly applies the tenets of the City's Code of Ethics and Values.

**MINIMUM QUALIFICATIONS**

***EDUCATION AND EXPERIENCE***

- Any combination of education and experience equivalent to graduation from college with major course work in emergency management, public policy, public administration, business administration or an approved related field; and
- Five (5) years full time progressively responsible emergency management, emergency preparedness, and emergency response experience, and at least three years of project management or management experience.

***ACCEPTABLE SUBSTITUTIONS***

Additional full time supervisory or administrative experience may be substituted for the required education on a basis of one year full time experience being equal to 30 semester (45 quarter) units of college.

***LICENSES/CERTIFICATIONS***

- Possession of a valid Class C California driver's license is required at time of appointment and for duration of employment.
- Incumbent must be First Aid and CPR certified within one year of appointment.

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### ***DESIRABLE QUALIFICATIONS***

- Possession of International Association of Emergency Managers (IAEM) Certified Emergency Manager (CEM) Certificate.
- Political Skill: In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.
- Project Management: Ensures support for projects and implements agency goals and strategic objectives.
- Social Awareness: Demonstrates the ability to read or sense other people's emotions and how they influence the situation of interest or concern; demonstrates empathy and organization awareness.
- Knowledge of the functions of various City departments and outside agencies as they impact emergency preparedness and emergency response in the City of Santa Clara.

### **TYPICAL DUTIES**

Duties may include, but are not limited to the following.

Under general direction, as the Emergency Services Officer:

- Manage the City's Office of Emergency Services in conformity with federal and state requirements for participation in the federally and state funded Emergency Services programs and current trends;
- Maintain and update the City's emergency plans for operations, administration, personnel and equipment;
- Work collaboratively with all departments especially those that have Safety, Training and Compliance responsibilities;
- Serves as chief staff advisor during disaster response, and mitigation and planning efforts;
- Advise City departments in the maintenance and updating of standard operating procedures in the emergency plan;
- Lead the Hazard Mitigation Review Committee that conducts vulnerability assessments of City facilities to determine potential types and locations of damage due to earthquakes, hazardous spills, biological and chemical attacks, and special hazards needing emergency response and/or mitigation;
- Prepare plans for large scale emergencies like natural disasters;
- Coordinate with the whole community, e.g., regional, state, and federal governmental agencies, the public, and stakeholders to establish and maintain effective working relationships and communication prior to and during emergency incidents;
- Prepare user manuals for emergency procedures;
- Collaborate with the Fire Department in overseeing the Community Emergency Response Team (CERT) Program;
- Directs and supervises volunteer organizations;
- Build partnerships with private sector organizations, and their emergency response teams;
- Identify community preparedness issues including public education programs, e.g., Kaiser Hospital and Levi's Stadium;
- Prepare and maintain required local, state, and federal reports;
- Prepare grant proposals when needed;
- Manage and oversee maintaining the Emergency Operations Center in response-ready status;

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- Coordinate operational plans with those of other agencies;
- Assist the Finance Department in preparing data and materials in the preparation of the budget;
- Identify in-service training and safety educational programs as approved;
- Evaluate readiness of emergency operations staff including training;
- Confer with educational and training representatives and City departmental personnel to prepare and present training materials;
- Counsel with department heads, supervisors and employees on training and safety needs and availability of instruction;
- Prepare training and safety reference and promotional material; and
- Perform other duties as assigned.

### **KNOWLEDGE, SKILLS, & ABILITIES:**

#### Knowledge of:

- Principles and practices of emergency management, including hazard identification, mitigation and disaster preparedness, response and recovery;
- Organization, planning, analysis, simulation, training and public relations;
- Strong conflict resolution skills;
- Ordinances and regulations regarding general municipal operation;
- California Standardized Emergency Management System (SEMS), Incident Command System (ICS), National Incident Management System (NIMS), Red Cross, and County Emergency Operations Center (EOC);
- Hazards United States (HAZUS) and National Disaster Medical System (NDMS);
- Emergency Operations Center (EOC) structure and operating procedures;
- Emergency operations communications systems;
- State and federal damage reporting and reimbursement procedures;
- Accounting, budgeting, and contract principles and methods;
- Principles and practices of program coordination, development, administration and evaluation;
- Office procedures, methods and equipment including MS Office computer software programs, such as word processing, spreadsheets and databases;
- Injury and Illness Prevention Program (IIPP);
- Techniques to engage community involvement in risk assessment, disaster planning, citizen and community disaster education and other emergency management programs;
- Pertinent federal, state and local laws, codes and regulations;
- Preparing and presenting public information; and
- Teaching and public speaking.

#### Ability to:

- Establish and maintain effective working relationships with a wide variety of government officials, civic groups, private vendors, the public, and City staff;
- Express ideas clearly and concisely both orally and in writing;
- Be self-motivated, work independently to complete assigned duties and responsibilities in a timely manner;
- Work effectively with professional public safety officials;
- Prepare and present detailed emergency management plans and procedures;

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- Develop and present training programs for staff and the public that addresses emergency management systems, procedures and response;
- Develop and coordinate emergency management exercises;
- Interpret and explain emergency management services, policies and procedures;
- Interpret and apply federal, state and local laws, rules and regulations;
- Learn and retain local geography and resources as they relate to emergency management planning and operations;
- Stay abreast of emergency management requirements and standards;
- Analyze and evaluate new program techniques;
- Coordinate, train, oversee and evaluate staff and volunteers;
- Logically and creatively utilize a variety of analytical techniques to solve complex emergency management challenges;
- Analyze complex technical and administrative emergency services problems, evaluate alternative solutions and recommend effective courses of action;
- Participate in the development and administration of department goals, objectives, procedures and budgets;
- Work cooperatively with the public and emergency response agencies;
- Identify and analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals;
- Research, analyze and evaluate new service delivery methods and techniques; and
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift as necessary to perform assigned duties.

### **SUPERVISION RECEIVED**

City Manager or designee as assigned.

### **SUPERVISION EXERCISED**

May supervise employees as assigned.

### **SPECIAL CONDITIONS**

- Will be required to work unusual hours and be available on an on-call basis.
- Incumbents of this classification are required to maintain a permanent residence within a fifty minute response time to the City within six months of appointment. The fifty minute response time assumes standard road conditions and following speed limits.
- Must be able to perform all of the essential functions of the job assignment.

### **CONFLICT OF INTEREST**

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually and upon leaving office, in accordance with City Manager Directive 100.

### **CLASSIFICATION HISTORY**

Established: 8/2014; Rev: 3/2023