



Job Description for:

Emergency Management Manager

Classification: Program Manager II
Division: Emergency Management
Reports to: Director
Supervises: Emergency Management Program Coordinators, Homeland Security Program Coordinators, Office Assistant, temporary workers, volunteers

Job Definition

The Emergency Management Manager administers and oversees CRESA's regional emergency management program, including homeland security. The Emergency Management division serves all the cities and unincorporated areas within Clark County and deals with the full range of emergency preparedness, mitigation, response and recovery within the community. This position participates in and oversees staff involvement in the coordination, development and review of emergency management plans, goals and procedures with other departments, divisions, outside agencies, and volunteer groups. Building strong professional relationships and ongoing trust among CRESA and user agencies is critical to overall program success.

Distinguishing Characteristics

This is a mid-level manager classification, with strong focus on overall program management, personnel management, and grant administration. The Emergency Management Manager is in the Program Manager II classification, and is distinguished by management of a significant program and associated staff. Since the program involves considerable complexity in program operations and management, high visibility and substantial impact on critical systems and operations within the Agency and/or Clark County regionally, this position requires substantial judgment and discretion and works under general direction of CRESA's Director.

Key Tasks and Duties

- Develops and recommends emergency management goals, objectives, policies and procedures.
- Manages the budget through monitoring expenditures, forecasting funds, identifying available grant sources. Prepares and submits grant proposals.
- Develops and oversees coordination of Emergency Management activities, exercises and goals among jurisdictions, boards, committees, councils and other impacted stakeholders / groups to identify and resolve problems and seek appropriate creative solutions.
- Answers questions and provide information to the public including letter writing, proposal development and making formal presentations.
- Recommends, develops and implements program and policy changes relating to Emergency Management / Preparedness.
- Manages and supervises day-to-day activities of program staff, including scheduling, performance review and evaluation; selection, training and mentoring; and corrective and disciplinary action

- Participates in CRESA's management team. May assist, represent and advise the Director on related issues. Provides input on the development and implementation of Agency written directives.
- Prepares staff reports, requests for proposals, project scoping reports and decision packages, including long term upgrade planning; project research, scoping and cost estimating; and overseeing project implementation from inception to completion.
- Develops and presents related reports and proposals to the CRESA Administrative Board, management team, user agencies, vendors and other interested stakeholders.
- Administers the program's budgets, grants, and professional services contracts. Monitors expenditures and department performance against Agency mission, goals, and objectives.
- Selects, trains, motivates and evaluates staff. Provides or coordinates staff training. Works with employees to correct deficiencies. Implements discipline and termination procedures with appropriate personnel and legal direction.
- Develops and implements program goals and objectives. Establishes priorities within support functions and identifies resource needs.
- Prepares or oversees preparation of all program reports or correspondence.
- Performs sensitive and confidential administrative duties for the Agency Director.
- Identifies and recommends improvements to program systems and procedures.
- Represents the Agency and/or division at meetings as requested; serves on various committees. Provides information and assistance to other departments, outside agencies, and the public on assigned functions. May serve as the departmental liaison and resolve complaints.
- Performs related duties as assigned.

Qualifications

Knowledge of:

- Principles and practices of emergency management and emergency preparedness, public sector organization, and program operations, budgeting and management.
- Principles and practices of personnel management, including supervision, training, and performance evaluation.
- Principles and practices of project management and grant administration, including research, development and implementation of projects/programs and staff, vendor, contractor and user agency coordination.
- General medical services, terminology, equipment, and systems.
- Modern administrative methods and procedures, business correspondence and report preparation, statistical analysis and evaluations.
- Application and interpretation of Agency policies and procedures as well as local, state and federal laws and regulations relevant to the program area.
- Effective research and record keeping methods and techniques.

Ability to:

- Understand urgency and prioritization in a governmental setting
- Proactively identify issues, involve appropriate stakeholders, and facilitate and implement timely solutions.

- Lead, motivate and mentor staff, create a team player approach, and effectively facilitate meetings to achieve consensus.
- Organize and coordinate a comprehensive emergency management/preparedness program.
- Interpret applicable laws and regulations, develop and recommend enforcement alternatives to the appropriate authority.
- Respond, resolve and coordinate resolution of difficult and sensitive citizen inquiries and complaints about the programs.
- Apply critical thinking, problem solving and collaborative approaches to improving program services.
- Effectively plan, assign, direct, and evaluate the work of assigned staff, including delegating responsibility and authority.
- Carry out Agency policy directives in an effective and timely manner.
- Analyze situations thoroughly, identify potential problems, and find effective solutions.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Establish and maintain positive and professional working relationships with employees, managers, other Agency staff, other governmental jurisdictions, vendors and the public.
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations. Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse situations.
- Prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

Experience and Education – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- At least three years of progressively responsible emergency management experience, including direct staff supervision and project management.
 - Candidate does not necessarily need technical expertise in all program areas, but incumbent must be able to come up to speed quickly in order to understand staff responsibilities, be a resource to staff who are technical experts and maintain a good general working knowledge of CRESA's technical systems.
- Bachelor's degree in business administration, public administration, emergency management, emergency response or a related field. A Master's degree in a related field may substitute for some of the required experience.
- ✪ Candidates must successfully pass pre-employment reference and criminal history checks
- ✪ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation.

Work Environment (Essential functions)

Work is performed primarily in an office setting, with occasional field work necessary for functional oversight and with moderate travel to and from local and regional trainings, meetings, conferences or similar. Incumbent works with personal computers, telephones, and other general office equipment that require detailed dexterity. Work involves moderately extensive keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of standard office supplies and materials, such as paper, binders, and files. Some walking, bending and carrying light items is required.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information typically in person or by phone.
- Speak clearly and concisely to a variety of audiences, including verbally presenting information or responding to inquiries at Board meetings and public or political hearings.

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats.
- See and use all related communications equipment including telephones and computers

Mental acuity and alertness:

- Understand, research and respond to complex and varied information and instructions, including broad application of policies, procedures, laws, and regulations under complex circumstances.
- Handle interpersonal interactions with tact and diplomacy, including responding to complaints, progressive discipline, or corrective action.
- Manage and accomplish multiple tasks and priorities in a timely manner and with a high level of accomplishment and accuracy.
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions.
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion.
- Be generally available for on-call and/or irregular hours in case of emergency situations, such as activations of the Emergency Coordination Center.

Manual dexterity and typing:

- Moderate use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office or communications center setting.
- Performing regular tasks requiring general manual dexterity.

Physical dexterity:

- Sit, stand or walk as necessary.
- Stretch, reach, or lift objects or materials that may be up to 50 pounds in weight.

Revised: 9/2008

Salary Code: M2

Reviewed: 9/2008

Salary Range: 827

FLSA Status: Exempt

Union: No