

CLASS SPECIFICATION
Emergency Operations & Volunteer Services Program Specialist

GENERAL PURPOSE

Under general supervision, assists in coordinating the daily operations of the Disaster Services program; coordinates and conducts instructor training classes on CPR, First Aid and Automated External Defibrillator (AED); assists in providing instruction and coordination for Community Emergency Response Team (CERT) classes; assists in coordinating the City's Emergency Response Force (ERF) and Radio Amateur Civil Emergency Services (RACES) teams; assists in planning and conducting Emergency Operations Center (EOC) drills; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Emergency Operations & Volunteer Services Program Specialist is responsible for assisting with the coordination of the daily operations and activities of the City's disaster services program, including coordinating and conducting training classes for the City's American Heart Association training center, assisting in supervising and coordinating City emergency response and services teams and assisting in conducting EOC drills to prepare City staff and volunteers for emergencies.

Emergency Operations & Volunteer Services Program Specialist is distinguished from other administrative and clerical classes by the incumbents' specialized knowledge of disaster preparedness and response planning.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Coordinates and conducts instructor training classes on CPR, First Aid and Automated External Defibrillator (AED); schedules instructors for classes and reserves training rooms; orders training supplies; issues American Heart Association (AHA) CPR, First Aid or AED certification cards; assists in supervising contract instructors; oversees classes taught by contract instructors to ensure compliance with AHA policies and procedures and quality control; monitors and tracks instructor credentials.
2. Assists in providing instruction and coordination for Community Emergency Response Team (CERT) classes; makes reservations for training rooms and orders training supplies; issues CERT certificates; schedules volunteers and moulage victims for final test of student skills; trains and coaches volunteers on correct injury and incident conduct and creates atmosphere of assigned disaster.
3. Assists in coordinating the City's Emergency Response Force (ERF) and Radio Amateur Civil Emergency Services (RACES) teams; schedules and supervises ERF members during incidents and special events; supervises and participates in providing first aid during emergencies, including monitoring vitals; conducts monthly ERF meetings, creates agendas and takes minutes; maintains

confidential member DMV records, training records and confidential files; monitors member certification and training.

4. Assists in planning and conducting Emergency Operations Center (EOC) drills; attends EOC meetings and assists in training EOC staff; creates and duplicates EOC forms; assists in developing trailer plans; supervises volunteers acting as disaster victims and conducts moulage training for volunteers; supervises moulage and victim scenarios during drills.
5. Supervises disaster services volunteer staff assisting with emergency preparedness training, EOC preparation and special events; makes sure volunteers are properly trained; conducts background checks; orders volunteer uniforms; tracks volunteer hours.
6. Prepares and delivers presentations on disaster preparedness to commercial and civic organizations, residential groups, schools and day care centers, service clubs, local business and citizens; makes presentations at safety fairs; prepares program newsletters and flyers.
7. Assists with researching and preparing grant reimbursement applications; assists in monitoring grant expenditures.

OTHER DUTIES

1. Coordinates City blood drives; coordinates with local blood bank to schedule blood drives; puts together blood drive committees and schedules committee member assignments during blood drives; contacts and works with assigned registered nurses during blood drives; tracks department donations and prepares reports.
2. Orders equipment and supplies for disaster services programs.
3. Ensures emergency vehicles are properly stocked and maintained; cleans and fuels vehicles; schedules regular maintenance and repairs; ensure emergency equipment is in proper working order; tests HAM radios.
4. Performs volunteer recruitment, selection, training and tracking activities; coordinates the placement of volunteers in City departments; participates in planning volunteer recognition activities and events.
5. Attends committee meetings in the Program Manager's absence.

QUALIFICATIONS

Knowledge of:

1. Practices, techniques, technology and systems in the field of disaster and emergency preparedness and response.
2. Federal, state and local laws and regulations applicable to disaster preparedness and response.
3. Resources, equipment, supplies and personnel needed to maintain operational readiness in order to be able to respond to City emergencies.
4. Principles and practices of public administration for purchasing and maintenance of public records.
5. Principles and practices of sound business communication.

Ability to:

1. Plan, assign, supervise and coordinate the work of volunteer teams.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Understand, interpret, apply and explain relevant local, state and federal laws.
5. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
6. Conduct emergency plan exercises.
7. Operate a computer and standard business software.
8. Present information clearly, logically and persuasively.
9. Communicate clearly and effectively, both orally and in writing.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
11. Establish and maintain effective relationships with City management, staff, consultants, vendors, other governmental agencies, community and civic groups, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of progressively responsible experience in emergency operations of disaster preparedness; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Current and valid American Heart Association Basic Life Support (BLS), CPR Instructor and First Aid certification, and the ability to obtain a FEMA Instructor Trainer within ___ months of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, in person and by telephone; drive a vehicle; use hands to finger, handle, feel or operate standard office equipment; reach with hands and arms and lift up to 25 pounds. Employees regularly may stoop, kneel, bend or crouch and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, the use of both eyes, depth perception, peripheral vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff, consultants, vendors, other governmental agencies, community and civic groups, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. The employee may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.