

POSITION DESCRIPTION

Title: Operations Division Manager

Department: Emergency Management Agency

Job Analysis: 11/2011, 07/2012, 09/2014, 06/2015, 10/2016, 09/2020, 11/2023

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: EMA Director, Deputy EMA Director

Subordinate Staff: None

Internal Contacts: EMA Staff, other county employees

External Contacts: Emergency Managers from municipalities, local, state, and federal governmental agencies, and non-governmental organizations agencies, local vendors, local industry, and the General Public

Status: Classified/Exempt (S313)

Job Summary

The Operations Division Manager provides coordination and oversight of departmental operations, emergency response, safety, and training to include facilities, services, personnel, equipment, and supplies. Ensuring appropriate posture of the emergency operations center to adequately coordinate, support, and communicate to essential partners in response to situations, incidents, and events that may impact public safety. This position requires the individual to serve as Operations Section Chief in the Emergency Operations Center. This position requires collaborating with emergency management personnel, community stakeholders and local, state, or federal officials for preparation, response, mitigation, and recovery of disasters; coordinating disaster response, critical information, and crisis management activities to include evacuations, sheltering, and communications; overseeing the shelters operations; collaborating with internal and external constituents during activation or as required. Participation in the development and maintenance of county plans to include the Emergency Operations Plans, Shelter Plans, Regional Distribution Site/Strategic National Stockpile, Communication, Strategic and Safety Plans, and serving in the on-call duty officer rotation are also responsibilities of this position.

Job Domains

A. Planning and Operations

1. Plans and develops programs both internally and externally to provide emergency management training to EMA staff members, first responders, elected and government officials, citizens, and members of the private sector to ensure compliance with the FEMA National Incident Management System and to ensure the health, safety, and welfare of the citizens of Baldwin County.
2. Coordinates and participates in developing emergency preparedness plans and procedures related to department operations, emergency response, and communications for all hazards.
3. Assists in the planning and coordination of shelter openings and closings. Develops, coordinates, and maintains standard operating procedures for shelter operations and transportation.
4. Identifies resources to assist in emergency response, activations, and activities related to disasters such as translators (multi-lingual) for disaster sheltering and response.
5. Coordination with the Logistics Division Manager/Logistics Section Chief for and volunteer organizations for food, equipment, materials, donated goods and services and volunteers.
6. Coordinates the development and maintenance of communications plans with necessary external and internal partners.
7. Works to coordinate with State and local agencies for emergency operations plans, communication plans, training programs and safety plans to ensure compliance with state and federal guidance related to the organization.
8. Coordinates with the Planning & Grants Division manager to maintain and update comprehensive Emergency Management Plans, which include the Threat and Hazard Identification and Risk Assessment (THIRA) and the Emergency Operations Plan (EOP).
9. Coordinates with Partners and Stakeholders to ensure a roster of individuals needed to fill EOC Operations Section Roles is maintained for activations, and that these positions are staffed during activations.

B. Administration

1. Prepares agenda items relevant to the department for the County Commission when needed. Coordinates and strives to actively participate in sustaining a viable emergency management program.
2. Assists with departmental budget and coordinates with the Logistics Division Manager for procurement of supplies to support the emergency operations center activities and response.
3. Aids in maintaining accurate contact information for partners and stakeholders.
4. Coordinates with Emergency Support Function 8 (Health & Medical) with the Alabama Department of Public Health, nursing homes, assisted living facilities, Home Health Care agencies and hospitals for emergency operations plans & evacuation procedures.
5. Coordinates: develops and maintains agreements, contracts, and memorandums of understanding (MOUs) and memorandums of agreement (MOAs) which support emergency management and emergency operations center response, recovery, mitigation, and preparedness activities for emergencies and disasters.
6. Coordinates with the Logistics Division for inventory of shelter supplies and shelter kits.

7. Maintains required training records for departmental staff and others who have received EMA training to ensure compliance with applicable regulations.

C. Training

1. Implement internal departmental training programs to elevate the professional development for staff members.
2. Recruit, solicit, and/or implement external training courses as requested or required for Emergency Operations Center staff, shelter staff, essential partners, and stakeholders.
3. Assist in the coordination of disaster drills, training, and exercises for response partners.
4. Document training and exercise appropriately for accreditation and program requirements.

Knowledge, Skills, and Abilities

1. Ability to communicate effectively with staff, organizations, and the general public.
2. Ability to maintain a positive attitude and provide great customer service to internal and external contacts.
3. Ability to demonstrate leadership and provide mentoring to interns, subordinate staff, and volunteers.
4. Skills to conduct various training courses and to communicate with staff and the general public.
5. Skills to develop and maintain emergency plans and procedures.
6. Skills to comprehend state and federal guidelines and to read charts, graphs, and maps.
7. Ability to construct and conduct instructional programs and training in a professional and productive manner.

Other Characteristics

1. Willing to travel to state and regional conferences and meetings.
2. Willing to work non-standard hours to provide 24-hour emergency coverage, training sessions, activations, outreach, and duty officer rotation.

Minimum Requirements

1. Graduate of an accredited college or university with a bachelor's degree in emergency management or related field of study or equivalent, or a combination of education and progressively responsible experience related to the duties above.
2. Alabama Hazmat Awareness & Operations Certification, or equivalent, within six (6) months of employment.
3. Experience in Emergency Management, Disaster Recovery and FEMA Individual/Public Assistance Program and plans writing.
4. Experience working with local, state and/or federal agencies – preferred.
5. It is expected that the incumbent will become certified as an emergency manager through the Alabama Association of Emergency Managers at the Basic level within six (6) months of employment and at the Advanced level within three (3) years of employment.

6. Completion of the E449 ICS Curricula Train-The-Trainer course or an equivalent Instructor Development course.
7. Possess a valid driver's license and be insurable by the County's insurance standards.