

Adopted:



Job Title: **Assistant Director of the Office of Emergency Management & E911 Services**

Reports To: Director of the Office of EM & E911 Services

FLSA Status: Hourly, Non-Exempt
Part-Time

General Summary

Under the supervision of the Director of the Office of Emergency Management & E911 Services with general direction from the County Administrator & County Commissioners, assists, supports and provides administrative service to the Director for the operations of the emergency dispatch center. Responsible for assisting the Director in the maintenance of all communications and other equipment and the coordination and integration of systems including telephone, computer and radio interfaces. Responsible for assisting and supporting the Director in all administrative functions of the department including financial and personnel management, preparation and administration of the budget, policy and new program development. Also assists the Director in the response to emergencies and disasters that occur in the county including natural, technological, nuclear, and civil defense hazards. Assists in the development, implementation, and communication of plans for emergencies. Assists with updates to emergency response plans and aides in providing training to emergency workers and general county staff, as needed.

Essential Functions:

CENTRAL DISPATCH:

1. Assisting the Director with scheduling, assigning work, timekeeping, reviewing and evaluating performance, disciplinary actions and other employee relations issues.
2. Supporting the Director in coordinating and overseeing the orientation, on-going training and certification of dispatch staff and develops training programs to address changing procedures and technology.
3. Assisting with the development of dispatch policies and procedures. Works with system users such as police, fire and EMS to review, monitor and modify policies and procedures as necessary, under the direction of the Director. Ensures that procedures comply with local and state regulations.
4. Assists and supports the Director in oversight of the operation and maintenance of communications and other equipment and ensures compliance with FCC regulations. Ensures that all equipment is properly operated and maintained.
5. Implements plans for improving capabilities through technology upgrades under the

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direction of the Director.

6. Represents emergency dispatch to citizens, civic groups, other governmental entities and others to explain departmental operations and services and to respond to inquiries and concerns.
7. Responds to complaints regarding dispatch operations, may include discussing with the complainant, listening to tape, reviewing the incidents, discussing with staff, and responding to and resolving complaint.
8. Assists the Director in coordinating services with emergency service agencies. Works closely with representatives of such agencies to ensure their needs are met and their concerns are addressed. Works toward standardization of communications equipment and procedures to improve emergency communications.
9. Works with the Director to develop and oversee recordkeeping systems of calls, complaints and other matters.
10. Assist with oversight of maintenance of the Master Street Address Guide. Ensures that all residential properties and business locations in the County have current addresses in the system, address corrections are made, and that all roads within the County are properly identified.
11. Performs the functions of the Telecommunications staff during crisis situations or during staff shortage.

EMERGENCY MANAGEMENT:

12. Assists the Director in coordinating emergency planning efforts with the federal and state government, local political jurisdictions within the county, and the private and volunteer sector. Assists with ensuring local emergency plans are coordinated, compatible, and meet state and federal regulations. Reviews and authenticates disaster contingency plans and emergency procedures.
13. Assists with the development and updates to the county emergency operations plan and necessary support plans which involves specifying and working with agencies and departments included in the plan to detail functions they will perform in emergency situations, and to ensure effective integration of all emergency management functions. Ensures that emergency plans are responsive to all state and federal regulations.
14. Serves as principal emergency management advisor to the Chairperson of the County Board and public officials from local entities during all types of emergency conditions, if the Director is not available. When serving as the Local Coordinating Officer (LCO), coordinates the overall efforts of incident management staff and other organizations during emergency operations including the provisions for incident command, emergency communication, resource management, hazard control, the Emergency

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Operations Center, and other incident management facilities from which emergency operations are directed and controlled. Assists the Director with the establishment, maintenance, testing and evaluation of operational systems for emergency response and support.

15. Assists the Director in the coordination of drills and exercises carried out in preparation for emergency situations. Under the director of the Director, schedules, develops, and oversees operational exercises and drills to ensure that involved agencies and departments are able to carry out their responsibilities and functions in an emergency, and to help identify potential deficiencies in emergency plans, system elements, and resources. Coordinates post exercise evaluations and prepares necessary reports.
16. Makes presentations to local units of government, community leaders, service groups, civic organizations, governmental departments, area facilities, and the general public to ensure awareness of emergency services programs and community safety issues. Develops public information material and participates in related public awareness activities.
17. Updates the inventory of resources in the county which may be used in time of emergency. Participates in the development and negotiation of mutual aid agreements and other emergency management related contracts, and shall carry out the agreement or contract.
18. Supports the Director in responding to a variety of emergency calls on a 24-hour basis to assess the incident and coordinate timely implementation of emergency plans or procedures, including any reporting systems. With the Director, manages emergency operations in accordance with accepted standards of operation.
19. Responsible to the Michigan State Police, Emergency management Division to provide proper information in the event of a major emergency or disaster. In conjunction with the state emergency management officials, recommends state and federal assistance that may be required to cope with the emergency situation. Completes all federal and state forms and activity reports for emergency management and disaster recovery assistance. With the Director, serves as the official local contact and liaison with the state and federal emergency authorities.
20. Supports the Director in coordinating emergency planning efforts with political jurisdictions in the County and acts as their agent in securing disaster relief monies.
21. Supports the Director in developing and maintaining the Emergency Operations Center including coordinating efforts of staff and others during emergency operations and exercises.
22. Makes presentations to schools, service groups, civic groups, governmental departments, and care facilities to raise awareness of emergency management and advice on the best tornado shelter and other emergency procedures.

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23. Assists the Director in conducting hazard identification, capability assessment, and vulnerability analyses to identify the hazards posing the greatest danger. Works with local officials to develop a hazard mitigation program.
24. Assisting the Director in identifying special populations in the county, such as the homebound, to ensure adequate transportation in an emergency evacuation and other emergencies.
25. Assisting the Director in preparing and submits all forms pertaining to federal and state funding and all forms required obtaining disaster relief monies.
26. Assisting the Director in the preparation and processing of emergency management grants.

Other Functions:

27. None listed

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Employment Qualifications:

Education: Bachelor's Degree preferred with substantial college level coursework in Public Administration, or other areas related to emergency services. Prefer advanced coursework/seminars in emergency management.

Experience: Some experience in a capacity involving operation of computers, radio and telecommunications systems and providing a working knowledge of police, fire and EMS operations, preferably including some prior supervisory experience. Prefer experience in emergency preparedness including experience in coordinating the planning efforts of multiple political jurisdictions.

Other Requirements:

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements: *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more these requirements].*

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Ability to operate and troubleshoot problems with telecommunications equipment
Ability to enter and retrieve information from computers
Walking over uneven terrain to visit disaster sites
Ability to travel throughout the area
Ability to file and retrieve documents from departmental files

Working Conditions:

Works in inside conditions but regularly travels to other locations to make presentations and represent the department.
Travels throughout the county to assess damages after emergencies and disasters

I understand that the Alpena County Personnel Policy Handbook is available on the Employee Navigator and that it is my responsibility to review the Handbook periodically for changes or revisions.

Signature _____ Date _____