



Emergency Services Manager

Class Code:
2017

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: April 6, 2020
Revised: January 15, 2025

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general direction, manages, plans and implements the Court's emergency management, disaster preparedness and safety programs; oversees administrative work assignments, provides project management, supervises assigned personnel, establishes policies and procedures, creates and maintains program budget; provides expert and professional assistance to the Court's executive management team and performs other duties as assigned.

DISTINGUISHING FEATURES

The Emergency Services Manager is a professional-level class that reports to the Facilities Manager and is responsible for providing technical expertise in the development, implementation, and management of the Court's emergency, disaster, and health and safety programs, including disaster response and recovery, emergency action plans, health and safety policies, and the Continuity of Operations Plans (COOP).

The incumbent acts as a liaison with local, County, State, and federal agencies involved in emergency preparedness and disaster planning. The incumbent ensures that the Court's emergency action plan and injury and illness prevention plan complies with Cal-OSHA regulations and the Americans with Disabilities Act (ADA). The incumbent exercises independent judgment while making sound decisions with the management and implementation of emergency action plans, disaster preparedness programs, and/or safety policies and procedures. The Emergency Services Manager is distinguished from the Emergency Services Coordinator in that the Emergency Services Manager is responsible for managing the Court's emergency, disaster and health and safety programs; whereas the Emergency Services Coordinator assists in developing, implementing and maintaining the Court's emergency, disaster, and health and safety programs.

Incumbents must be willing to travel and work at various court locations throughout the County, and to other locations for program-related meetings and events. Incumbents must have a valid California Class C Driver's License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions. Must be willing to be on-call and available on a 24-hour-a-day basis.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification may not necessarily perform all listed duties.

1. Plans, organizes, manages, coordinates, and directs the work of the Emergency Services unit; assures Court emergency and disaster preparedness plans conform to and comply with Federal and State requirements for organizational readiness.
2. Participates in the hiring process of new employees, supervises and directs professional staff, consultants and independent contractors; trains employees in work procedures; evaluates employees' work performance; approves leave requests and timesheets; prioritizes and schedules work.
3. Develops, recommends, and directs the implementation of goals, objectives, policies, procedures, and work standards for emergency services programs and the Emergency Services Unit; implements strategies and communication plans for disseminating emergency preparedness information, policies and procedures to judges, court staff and other governmental agencies to ensure parties are informed of their roles in the event of an incident or emergency affecting the Court; evaluates policies, procedures and plans related to emergency management and disaster preparedness.
4. Monitors and interprets legislation pertaining to emergency services and homeland security program administration; provides specialized and complex analysis information and recommendations to executive management, supervisory staff, employees and other public agencies as necessary.
5. Develops and implements management systems, procedures and standards for program evaluation; monitors developments related to court-wide emergency services, evaluates their impact on Court operations and implements policy and procedure improvements
6. Develops and maintains the court-wide and site specific emergency action plans, injury and illness prevention and continuity of operations plans, including building evacuation plans and emergency response plans; ensures all plans are compliant with applicable legal authorities, including the ADA.

7. Develops and maintains comprehensive hazard/risk assessment for Court operations; uses the hazard/risk assessment to develop, prioritize and implement Court-wide disaster preparedness, disaster recovery, emergency management and safety programs

8. Assesses Court-wide disaster, emergency and safety training needs and develops and implements disaster, emergency and safety training programs; identifies and resolves problems related to safety, emergency response, injury/illness prevention, training and risk management.

9. Oversees, coordinates and conducts staff training in emergency preparedness, response and recovery practices, and health and safety policies.

10. Leads work groups, projects and programs; coordinates with judicial partners, including regional, state and federal governmental agencies, the public, and other stakeholders to establish and maintain effective working relationships and communication during an emergency incident; ensures the Court meets all legal and regulatory obligations related to emergency and disaster preparedness.

11. Manages Court-wide emergency training and exercise program, including staff training on plans and procedures, development of and conducting drills and exercises to test procedures and training, and conducting after action review and developing improvement plans to improve plans and procedures based on exercise results; prepares after-action reports and provides necessary documentation required at the conclusion of exercises and actual emergencies; analyzes the readiness of Court facilities to ensure emergency preparedness concerns are addressed including vulnerability assessments.

12. Manages the Court's disaster cost recovery efforts during proclaimed emergencies; coordinates with the State Office of Emergency Services (Cal OES) and Federal Emergency Management Agency (FEMA) representatives; prepares and submits after-action reports and provides necessary documentation required at the conclusion of emergencies; performs short and long range planning for response and recovery needs during emergency situations.

13. Assists in the preparation of budget reports and cost control analyses within the Emergency Services Unit; ensures projects/contracts are within approved budget and are on schedule; drafts and negotiates contracts to provide needed services to support the Court's emergency management program; seeks out grant opportunities and prepares grant applications; manages contracts; and assists in creating sustainability strategies for existing grant-funded programs.

14. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Possession of a Bachelor's degree from an accredited college or university. A degree in Business or Public Administration, Public Policy, Emergency Management, or a related field is preferred.

And

Experience:

The equivalent to four (4) years of full-time work experience in planning and procedure development in an emergency services, disaster preparedness, business continuity, and/or occupational health and safety program, including one year of supervisory experience in the development of an Emergency Operations Center, disaster preparedness or recovery plan, educational/training programs, and the coordination of multi-agency and / or municipal emergency response.

Substitution:

Possession of an International Association of Emergency Managers certification as a Certified Emergency Manager (CEM) or Associate Emergency Manager (AEM), or a Master's degree from an accredited college or university in Business or Public Administration, Public Policy, Emergency Management, or closely related field; can substitute for one (1) year of the required experience.

Additional qualifying work experience as described above may substitute for the required education on a year-for-year basis. One year (2080 hours) of additional qualifying work experience will be considered equivalent to 30 semester units/45 quarter units.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and practices of public administration, organization, budget, management analysis, supervision, personnel management, employee relations, modern information systems applications, and organization development.
- Principles and practices of management necessary to plan, organize, direct, manage and evaluate the staff and functions of an emergency preparedness, recovery and response operation.
- Aspects of emergency services administration including appropriate methods, procedures and technical expertise.
- State and federal laws and ordinances related to local and regional disaster preparedness, response and recovery.
- The Americans with Disabilities Act.
- Cal-OSHA Health and Safety regulations.
- Technology, trends and techniques in the areas of emergency and disaster preparedness, response, relief and recovery.
- Training and instructional delivery methods.

Ability to:

- Competently use communication systems, computers, display systems, software programs, mapping systems and other software utilized in the Emergency Operations Center (EOC) and in the State Office of Emergency Services (OES) Emergency Management program.

- Plan, organize, manage and evaluate the staff and functions of an emergency preparedness, recovery and response operation.
- Coordinate with all levels of personnel and aspects of emergency services administration in an actual emergency or disaster situation.
- Determine emergency service and disaster preparedness program objectives and priorities to achieve an integrated, focused approach to achieve those objectives.
- Formulate and implement policies, plans and procedures for monitoring and reviewing OES responses in a time of disaster; analyze and evaluate statistical data and reports related to emergency services, and prepare periodic reports required by county, state and federal agencies.
- Write and/or approve and coordinate budget requests and claims for reimbursement of funds.
- Develop and write effective reports, correspondence, memorandums, or emails.
- Evaluate assigned personnel and complete probationary and annual performance evaluations.
- Interpret, apply and explain county policies and state and federal legislation related to emergency services.
- Effectively manage, train, develop and motivate staff.
- Keep informed of new technology, trends and techniques in the areas of emergency response and disaster relief including computer programs associated with the maintenance and update of the emergency response plans.
- Communicate effectively.
- Conduct site safety inspection of Court facilities.
- Use a variety of communication methods to negotiate and gain acceptance, cooperation and agreement of plans, activities and programs.
- Develop lesson plans and serve as an instructor for Court training programs.

Physical Demands:

Physical demands include walking, standing, sitting and climbing up and down stairs; strength, dexterity, coordination and vision to use a keyboard and video display terminal; hearing, listening and speaking to communicate with the public and court staff; dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials; moving from place to place within an office or other court location; and reaching for items above and below desk level.

Working Conditions:

Video display terminal is used on a daily basis. Attend meetings, respond to emails and phone calls, and engage in work as needed outside of normal business hours. Work occasional evening and weekend hours. Travel may be required.

FLSA Status:

Exempt