

## EMERGENCY MANAGEMENT SUPPORT SERVICES SUPERVISOR

This is professional and supervisory work in directing the personnel and training activities for the Emergency Management Division.

Under the administrative direction of an Emergency Management Assistant Director, the employee manages the division's personnel program including a comprehensive staff development program; and serves as the focal point for all training activities throughout the state in conjunction with Field Operations. The employee is responsible for overseeing the development of courses based on emergency response plans and guidelines of the Federal government. Employee serves on the State Emergency Response Team during emergency response and recovery situations and performs other duties as assigned.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning – Employee sets program goals for the division's personnel and staff development programs; the overall training program as implemented through Field Operations; publications acquisition and the division's library. Employee determines the training courses to be developed based on the overall planning efforts of the division, the needs of local governments and other agencies responsible for emergency response, and the guidelines of the Federal government.

Organizing and Directing Work – Based on the projected goals for this section and Field Operations, the employee assigns projects to employees, schedules them to oversee or monitor the courses being given, and discusses outcomes or problems as courses are completed. Course schedules and priorities are updated as necessary when emergency situations occur or special projects are requested. Work load adjustments are made as needed, based on overall scope of work and special priorities; major changes in staffing or procedures are discussed with supervisor prior to implementation.

Budgetary – Employee develops budget recommendations based on funding of previous year, projected activities for the coming year and Federal guidelines for four federally-funded programs. Proposed funding is reviewed by the supervisor and submitted as part of division budget to be approved by the department and to the Federal government with justification for requested funding.

Training – Employee manages the state-wide emergency management training program through the major functional areas of needs assessment, program development, budgeting, course development, training presentations and course documentation. These functions apply to divisional programs offered through Field Operations for local government emergency response programs, as well as divisional staff development program.

Setting Work Standards – Based on the policies established by the division, employee sets the work standards and performance criteria for employees in the unit. Revisions or recommendations for performance improvement are discussed as needed.

Reviewing Work – Employee reviews the personnel programs of the division and development of training courses through discussion of problems while in progress and upon completion for technical accuracy. The administration of courses is monitored for effectiveness in meeting the needs of local agencies throughout the State.

Counseling and Disciplining – Employee is responsible for overseeing employee relations and the disciplinary process for the division, including policy advice and recommendation. Employee is responsible for counseling and the disciplinary process for unit supervised.

Performing Other Personnel Functions – Employee administers the full range of the division's personnel activities, in consultation with supervisor and division director. This includes recruitment, position classification, records management, performance management, policy administration, benefits, and orientation. Employee is responsible for providing division management with basic understanding of state/agency/departmental personnel policies.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised – Personnel program changes are determined by state and federal guidelines, particularly due to programmatic changes in federal direction. Changes in the training courses developed or administered occur as the emphasis and guidelines for emergency response shift due to local needs assessment or Federal regulation changes. Priorities change as unexpected situations occur or emergency situations identify particular weaknesses that require training.

Variety of Work Supervised – Employee directly oversees personnel administration for the division, and supervises the unit that develops and administers training programs within the division and to external local governmental agencies. Employee's unit provides the training programs and materials administered by Field Operations staff.

Number of Employees Responsible For – Employee directly supervises a small staff of professional and office support personnel.

III. EXTENT OF SUPERVISION RECEIVED – Employee receives guidance on new projects or major changes in program emphasis or guidelines. Projects are reviewed upon completion for conformance to established policies and procedures. Unusual situations or problems are discussed as they occur throughout a project.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Employee supports the State Emergency Response Team (SERT) when disaster or the threat of disaster is present. Emergency operations include 24-hour on-call status.

V. JOB REQUIREMENTS:

Knowledges, Skills and Abilities – Considerable knowledge of personnel, organization and management principles. Ability to exercise judgment and discretion in applying and interpreting official personnel rules and procedures. Thorough knowledge of teaching methods, practices, and procedures as they apply in adult or continuing education situations. Considerable knowledge of the emergency response plans and guidelines established by the division and of emergency response training needs of state and local agencies. Ability to direct and organize the activities of professional employees. Ability to communicate effectively in oral and written form. Ability to establish and maintain effective working relationships. Ability to work under pressure for extended periods of time.

Minimum Training and Experience – Graduation from a four-year college or university and four years of experience in developing or teaching emergency response procedures or in the management of personnel; or an equivalent combination of education and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.