

## **EMERGENCY SERVICES DIRECTOR**

### **DEFINITION OF WORK**

The purpose of this position is to plan, direct, and coordinate a comprehensive emergency services program for the County. Work includes providing managerial and administrative oversight of the Cumberland County Emergency Services; responsibility for the preparation for the immediate use of all facilities, equipment, manpower and other resources in response to emergency situations for the purpose of minimizing or preventing harm and damages to persons and property; and serving as a key advisor to the County Board of Commissioners and County Administration, and all municipalities regarding emergency incidents and activation of Emergency Operations Center. The employee in this classification plans and directs the programs, operations, and services of 911 Center; plans and manages the use of 911 Center resources and manpower; establishes 911 Center policies and procedures; and evaluates 911 Center operations to assess effectiveness and need for change. Work significantly impacts the safety of the general public and the responding agency personnel. The employee in this position serves as the Fire Marshal for Cumberland County; plans and directs all activities, staff and resources pertaining to County enforcement of the mandated State fire code.

### **EXAMPLES OF WORK**

Employee in this classification manages 24/7 daily operations of the Emergency Services Department staff and ensures compliance with operational policies and protocols regarding E-911, fire inspections, and emergency management. Responds to emergency incidents involving natural hazards, technological incidents and search and rescue activities. Serves as liaison with city and County departments and agencies, schools, military installations, volunteer agencies, public assistance organizations, utility companies, weather service, telephone companies and other state and federal agencies. Reviews complaints from public and public safety agencies related to calls and response. Serves as the Department's Public Information Officer; provides coordination of the release of 911 recordings to internal and external agencies and public requests; assists County fire departments with Department of Insurance; and keeps County management apprised of fire code violations and large scale incidents such as wild land fires. Reviews invoices and contracts; and reviews monthly Departmental reports from supervisors, Fire Inspectors, and Emergency Management staff and administrative staff; reviews for potential problematic trends; and ensures programs emulate "best practices" and comply with operating standards. Responsible for oversight and final approval of the Department's operating budget and budget expenses. Develops policies for the Emergency Services Department by working with participating jurisdictions and serving on various committees to ensure codes standards are met. Reviews Hazard Mitigation Plan. Manages the administration of the US Environmental Protection Agency (EPA), Superfund Amendments and Reauthorization Act (SARA) Tier II reporting. Oversees the Community Emergency Response team (CERT) grants and policies. Serves on various committees; and performs related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Bachelor's degree in business administration or an emergency services related field and nine years of progressively responsible experience planning and implementing emergency services response plans and activities, including three years of management level experience; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Thorough knowledge of the methods, procedures, and policies of Cumberland County as such pertains to the performance of the essential duties of Emergency Services Director. Thorough knowledge of principles and practices of directing emergency services response programs; coordinating manpower, resources, and efforts of numerous agencies and services; overseeing training; and performing related administrative functions. Thorough knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position; organization of the Department, and of related departments and agencies; and occupational hazards and safety precautions required to perform the essential functions of the work. Ability to establish and maintain cooperative and effective working relationships; and maintain current knowledge of all local, State and federal laws, technological developments, reporting requirements, and proposed legislation pertaining to emergency management, Fire Marshal inspections and 911 communications matters.

**SPECIAL REQUIREMENTS**

Certification as a North Carolina Emergency Management Coordinator IV. Due to situations where employees may be recalled to duty for emergencies, applicant must agree to maintain residence within a 30-mile radius of the Emergency Services Office. Residence must be established within 90 days of date of hire. Employee must be able to respond to specified emergencies or incidents on a 24-hour basis. Background check with local law enforcement agency required. Must have and maintain a valid North Carolina driver's license with an acceptable driving record. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the county policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Requires the ability to perform coordinated movements in the operation of office equipment; and in the operation of a motor vehicle and various communication radios. Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communications ability. Tasks may risk exposure to heat, cold, odors, smoke, noise, wetness, humidity, bright or dim light, or toxic agents.

**Physical Requirements:**

Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that will involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds). Some task may involve walking long distances during searches and evaluations of damage during disasters.