

**WASHINGTON COUNTY**  
**Job Description**

**JOB TITLE: 9-1-1/Emergency Management Director**

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**Exempt (Y/N): Yes**

**DEPARTMENT: 9-1-1 Operations**

**DATE PREPARED: September, 2012**

**SUPERVISOR: County Chief of Staff**

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**SUMMARY:**

The Washington County Office of Emergency Management was established in 1973 and operates under “Arkansas Emergency Service Act of 1973”. Acts 1973, No. 511 & 1; A.S.A. 1947, & 11-1934. The Emergency Management Director operates under the general supervision of the County Chief of Staff is responsible to the County Judge for the organization and administration of a civil preparedness program designed to protect the population, as well as public and private property in the local jurisdiction and area of responsibility. In addition, the director is responsible for the coordination of the operations of all governmental and non-governmental forces, including serving as a Point of Contact for the Department of Homeland Security, FEMA, Arkansas Department of Emergency Management, EPA, PC&E, State Police, local law enforcement, all fire department and emergency response personnel and all elected county and municipal officials, in the event of an emergency. The OES Director will also serve as Fire Service Coordinator, Local Emergency Planning Committee (LEPC) Coordinator, and Washington County Safety Coordinator.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following: Other duties may be assigned.

1. Develop and direct mapping, database, and record management. This includes development of procedures and the preparation of reports and correspondence.
2. Plan, organize, and coordinate the operation of the countywide 9-1-1 system with emphasis on relationships between PSAP.
3. Consult with, assist, and advise user representatives and emergency service providers to obtain required coordination, support, and problem resolution.
4. Establish and manage administrative and fiscal programs for the local emergency services in accordance with local, state, and federal program directives, guidance, and practices.
5. Identify deficiencies in system hardware and software and administer service contracts to maintain equipment. Prepare specifications for the purpose of communications equipment.
6. Develop and present budget proposals, administer department revenues and expenditures, and perform long-range resource planning, as required.
7. Attend meetings with public boards and organizations, news media, etc., as required, for public dissemination of information about the Emergency Services and 9-1-1 Operations and to resolve complaints and issues related to the operations.

8. Provide training and establish training standards for dispatchers. Resolve addressing problems and review road name change petitions.
9. Maintain office equipment and department vehicle.
10. Maintain a proactive relationship with various emergency services (police, fire, emergency medical, etc.) to ensure optimum coordination between these groups and Emergency Services.
11. Continue to strengthen knowledge in emergency services by periodic attendance of workshops, seminars, and professional development/technical training courses.
12. Perform feasibility studies for future projects.
13. Serve as Fire Services Coordinator as prescribed under Act 1303 of 1993. Those duties would include the administration of Act 833 of 1991 funds that are distributed to non-municipal fire departments in Washington County. Also, interact between the county fire association and the intergovernmental cooperation council to set funding percentages on a yearly basis.
14. Serve as the County Judges advisor on safety issues affecting the county. Those duties would cover security of county facilities as well as fire and storm safety issues. Safety issues in law enforcement and detention facilities would not be addressed.
15. Respond to all hazardous materials release incidents of reportable quantity in the county, and report it to the State Office of Emergency Services.
16. Establish County policies of Homeland Security that are appropriately aligned with National and State Homeland Security Policies.
17. Establish County policies for FEMA Incident Management System that is appropriately aligned with National and State Homeland Security Policies.
18. Prepare and administer department budgets, including expenditure documentation. Compiles statistical data and verifies statistical reports and inventory control.
19. The OES Director is responsible for advising the County Judge in the event of declaration of local disasters and for the County Hazard Analysis and Mitigation.
20. Conducts public awareness campaigns, distributes literature regarding tornadoes, floods, earthquakes, fire prevention and safety, and develops programs such as Radio Amateur Civil Emergency Services (RACES), Severe Weather Spotters (SKYWARN), etc...
21. Coordinates grants writing, review and approved grant proposals that are submitted to various agencies for funding of specific projects. Responsible for Grant Management requests and expenditures documentation.

22. Preplan, organize and coordinate with Wal-Mart Global Security for the annual Wal-Mart stockholders meeting.
23. Provide assistance to the University of Arkansas Police Department in the Emergency Operation Center (EOC) for home Football Games at the Stadium.
24. Coordinate and management project applications with the Arkansas Department of Emergency Management for the grant program Safe Rooms and Storm Shelters throughout the country.
25. Periodically exercise the Emergency Response capabilities of the local government and private sector forces through reviews, testing, post incident reports, performance evaluations and exercises within jurisdiction's resources (at least one (1) drill per year).
26. Establish the Planning process of developing advance arrangements and procedures which will enable an organization to respond to a disaster and resume critical business or service functions within a predetermined period of time, minimize the amount of loss, and repair, restore or replace the stricken facilities as soon as possible through the following:

Strategic Plan: A plan outlining decisions regarding resource allocation, priorities, and action steps necessary to reach the goals of the disaster recovery, emergency management or business continuity plan.

Emergency Operations Plan: A plan outlining the response an organization will have to a disaster or emergency. This may include procedures or criteria for opening an Emergency Operations Center, the deployment of assets to meet critical needs and the description and assurance of a coordinated response to emergency situations.

Mitigation Plan: The strategy and action steps to eliminate hazards or mitigate their effect if they cannot be eliminated.

Business Impact Analysis: The process of determining the impact on an organization, should a potential loss actually occur. The BIA should qualify and quantify, where possible the loss impact from a business interruption, operational, and financial standpoint.

Recovery Business Continuity Plan: The documentation of the strategies, procedures, resources, organizational structure, and informational database utilized by an organization to recover from, resume, manage and continue operations in the effect of a substantial disruptive incident.

27. Identify deficiencies in the electronic systems hardware and software including computers, radios, 911 and other agency electronic systems, and administer service contracts to maintain such equipment. Prepare specifications for the purchase of electronic systems equipment.

**SUPERVISORY RESPONSIBILITIES:**

Directly Supervises the Department of Emergency Management that includes (1) Secretary/Receptionist, (1) Assistant Director, and (1) Mapping/database Coordinator and miscellaneous office support. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training employees, planning, assigning and directing work; appraising performance; rewarding and disciplining employees, addressing complaints and resolving problems. On call 24 hours a day, 7 days a week, 365 days.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Hazardous Materials Awareness Level 1 Certification – Hazardous Materials Operations Level II Certification (refreshers as needed)

Professional Development Series:

G230 or Independent Study (IS) IS 230 Principles of Emergency Management

G235 or Independent Study (IS) IS 240 Emergency Planning Course

G240 or Independent Study (IS) IS 241 Leadership and Influence

G241 or Independent Study (IS) IS 241 Decision Making and Problem Solving

G242 or Independent Study (IS) IS 242 Effective Communications

G244 or Independent Study (IS) IS 244 Developing Volunteer Resources

G120 or Independent Study (IS) IS 139 Exercise Design Course

**Additional Courses Required:**

G-305.7 Overview of the Incident Command System (ICS) or Independent Study IS 195 Basic. FEMAUSF/NFA-ERT: Self-Study (SS) "Emergency Response to Terrorism or Terrorism Awareness Class

G-203 Public Assistance Applications Workshop or IS 630 Intro to Public Assistance Process or IS-631 Public Assistance Operations I.

G-202 Debris Management or IS 632 Debris Operations

Annually attend either or: Annual AEMA Conference, Mid-Year Workshop, Fire Rescue Conference

**EDUCATION and/or EXPERIENCE:**

Education: Minimum starting High School Diploma or Equivalent, plus 6 years of formal or technical education in related field of management and/or supervisory training. Training must also including special courses, licenses, and five-(5) years experience in a supervisory or management position. Desired starting High School Diploma or Equivalent, plus Bachelor of Science in Emergency Administration and Management, Management, Business or Public Safety.

Experience: Minimum starting: three (3) years previous experience in Emergency Services or related Field. Desired starting: Five-(5) years of previous experience in Emergency Services or related field.

**OTHER SKILLS and ABILITIES:**

The incumbent must have knowledge of emergency services (police, fire, ambulance, etc.). The incumbent must possess computer skills, digitized mapping skills, GPS and SMI equipment skills, and working knowledge of PSAP equipment. Computer training in: Database, Cameo, Micro station, NOAA (weather spotting), and Computer Aided Dispatch software systems. Must possess excellent communication and interpersonal skills as lines of communication between the department and emergency services providers must be open and clear to ensure that all policies/procedures are understood by all agencies. Some medical knowledge is desirable when working with First Responders, EMT's and Paramedics.

**RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT:**

Budget Responsibility:	\$1,000,000
Equipment and Property:	\$2,000,000

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear use hands to finger, handle, or feel objects/controls. The employee is occasionally required to sit, stand, and walk. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duty of this job, the employee is frequently exposed to fumes or airborne particles, toxic or caustic chemicals, and outdoor weather conditions. The employee is occasionally exposed to extreme cold and heat, explosives, radiation, and vibrations.

The noise level in the typical work environment is moderate with occasional exposures to loud noise levels.