



Code: 8621
Family: Public Safety
Service: Public Safety
Group: Fire Service
Series: Emergency Communications

CLASS TITLE: MANAGER OF EMERGENCY MANAGEMENT SERVICES

CHARACTERISTICS OF THE CLASS

Under direction, manages City-wide emergency management planning and coordination programs and activities in the areas of preparedness, mitigation, response, and recovery, and performs related duties as required

ESSENTIAL DUTIES

- Supervises professional emergency management staff engaged in developing and updating City-wide emergency management plans in preparation for and response to emergency and disaster situations
- Oversees the development and implementation of operating procedures and action plans to effectively utilize emergency personnel and equipment during emergency or disaster situations
- Activates the proper response plan during emergency situations/public safety incidents, following established protocols and standard operating procedures
- Oversees the development of Incident Action Plans for City sponsored special events
- Coordinates emergency personnel and services at emergency or disaster incidents
- Monitors and directs the coordination of recovery efforts to restore services and operations
- Manages emergency planning projects, directing staff activities including disaster simulation exercises and emergency operations drills to prepare City departments to effectively respond to emergencies
- Conducts research and prepares reports for management to remain abreast of best practices and new developments in the area of emergency management preparedness
- Oversees staff performing threat and vulnerability assessments, determining necessary security and risk mitigation measures
- Prepares management reports relating to emergency operations planning and preparedness activities ; prepares related reports regarding costs associated with emergency management response plans
- Oversees the preparation of public information materials and conducts public education presentations on emergency management programs

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's Degree in Public Safety Management, Public Administration, or a directly related field, plus four years of project management or emergency management experience; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

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WORKING CONDITIONS

- General office environment
- Emergency communications facility environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Two way radio

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *applicable federal, state, and local laws, regulations, and guidelines
- emergency management response planning, notification procedures, and protocols

Some knowledge of:

- *management and supervisory methods, practices, and procedures
- geographical locations in the City
- City traffic operations and street systems
- safety and security principles and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand

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- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
 - INITIATIVE - Demonstrate willingness to take on job challenges
 - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

August, 2012