

# CITY OF SAN JUAN CAPISTRANO

## SAFETY & EMERGENCY SERVICES MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

To manage, plan, oversee and coordinate a comprehensive safety and emergency services program, including disaster preparedness administration, emergency operations, safety administration, training, Injury and Illness Prevention Program, and special event coordination; develop and implement a total safety culture; examine and recommend safety techniques and compliance measures; manage and participate in complex administrative projects; provide research, analysis, planning, and development of safety and emergency programs for all City departments including administrative and field programs; coordinate assigned activities with Police Services, other City departments, divisions, outside agencies, and the general public; provide complex administrative support to executive level staff.

### **DISTINGUISHING CHARACTERISTICS**

The responsibilities of incumbents in this class include the management of administrative and volunteer staff in the Police Services Division of the City Manager's Department, as well as the management of complex safety and emergency services programs for all City employees. Assignments are general, broad-based, and of a continuing nature, requiring a background in safety, emergency preparedness, training, and public administration, with the ability to provide complex administrative support and exercise autonomous judgement and initiative in coordinating work for the division.

### **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by the Deputy City Manager, City Manager, and Chief of Police Services. Exercises direct supervision over administrative staff, as well as project consultants and volunteers. Provides indirect oversight to other professional, technical, and administrative positions.

### **ESSENTIAL FUNCTION STATEMENTS**

#### **Essential Functions:**

1. Manage and coordinate program activities for police services, disaster preparedness, emergency operations, public safety administration, related training, exercises, drills, event coordination, and budget analysis; develop, implement, and manage a City-wide emergency management program.
2. Coordinate the organization, staffing, and operational activities of the City's Injury and Illness Prevention Program including training department safety coordinators, establishing effective safety committees, developing and improving the safety communication system, maintaining a safety compliance system, conducting City-wide safety training programs, and performing safety inspections and accident investigations.
3. Direct, coordinate, and review the work plan for the Injury and Illness Prevention Program; update and manage Safety Manual; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
4. Design, develop, implement, and maintain record keeping systems to accurately record safety and loss statistics; prepare customized safety statistical reports for review and discussion such as a quarterly safety statistical reports, frequency and severity reports, and monthly loss reports for review and training; review and recommend programs with the City's Risk Manager.
5. Coordinate and schedule emergency evacuation drills; conduct debriefings, and prepare and present recommendations and findings to departments and executive level staff.

6. Responsible for the management and implementation of related City volunteer programs such as the Community Emergency Response Team (CERT) and the Associated Senior Action Program (ASAP).
7. Provide public educational information on emergency mitigation, preparedness, planning, response and recovery with the City, schools, adjacent jurisdictions, utilities, business, industry, other governmental agencies and community groups.
8. Prepares, manages, and maintains the City's Emergency Operations Plan; coordinates with City departments to ensure preparedness, planning, response, and recovery.
9. Plans, organizes, controls, integrates, and evaluates the work of assigned staff; develops, implements, and monitors work plans to achieve goals and objectives; contributes to the development of and monitors performance against the division budget; manages and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards; develops and implements safety and emergency services standards and priorities.
10. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recognizes and rewards for exceptional performance; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Provides day-to-day leadership and works with all levels of City staff to ensure a high performance, customer service-oriented work environment that supports achieving the City's mission, strategic plan, objectives, and values.
12. Manages and coordinates the Emergency Operations Center (EOC); coordinates and provides mandated training to effected staff; works with local, Federal/State agencies to satisfy training requirements.
13. Responsible for the acquisition of supplies, equipment, and services; prepares request for proposals and scopes of work; negotiates purchase agreements and services contracts with contractors and vendors. Ensures division compliance with the City's purchasing guidelines in obtaining supplies and services.
14. Researches, prepares and presents oral and written reports; attends and participates in meetings with City Council, Commissions, staff, the public, and other public and private agencies as required.
15. Manages, oversees, plans, directs, schedules, and participates in the safety and emergency training of City staff; oversees the development of training materials and course contents; develops and maintains a documentation library of user procedure manuals, technical references, training manuals, handbooks, and guides; revises documentation materials as required.
16. Monitors, evaluates, and reports on State/Federal legislation impacting the department; applies for and manages applicable grants and funding programs; coordinates and manages submittals for disaster claims for relief and reimbursement with Federal and State agencies in compliance with applicable laws and regulations.
17. Coordinates the work of the division and represents the City with other departments, divisions, agencies, and individuals; coordinates and interfaces with the Police Services contract and programs.
18. Prepares special or recurring reports; conducts special research projects; produces statistical reports; develops recommendations to improve safety, emergency preparedness and response for the City; proposes safety requirements to be followed by City staff.
19. Responsible for monitoring and ensuring compliance with related City policies and procedures.
20. Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Best Business and Management practices
- Principles and practices of public administration as they pertain to municipal government.
- Administrative principles and methods including goal setting, program development and implementation, and employee supervision and training.
- Federal, State, local, and other applicable laws, rules, regulations and policies related to safety and emergency services.
- Principles of municipal budget preparation and control.
- Safe work methods and safety regulations.
- Emergency response procedures and protocols.
- Effective customer service techniques.

**Ability to:**

- Plan, assign, direct, and coordinate a variety of functional specialties with overlapping work areas.
- Select, motivate, supervise, train, and evaluate staff, and provide for training and development of staff.
- Develop and implement goals, objectives, policies, procedures, work standards, and management controls.
- Prepare, administer, and monitor a budget;
- Analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action.
- Exercise independent judgement and initiative within general policy guideline.
- Prepare clear and concise records, reports, correspondence, and other written materials.

**Skill in:**

- Organizational and time management.
- Independently performing analytical activities in the area of work assigned.
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals.
- Making effective public presentations.
- Communicating clearly and concisely, both orally and in writing.
- The use of a personal computer and applicable software applications, including intermediate skills in Microsoft Word and Excel.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES**

**Experience:**

Five years of management experience in safety and emergency services, administration, or a related field. Three years of the required experience must be in a supervisory capacity.

**Training:**

Bachelor degree in public administration, political science, criminal justice, or related field. An advanced degree is highly desirable.

**Licenses:**

Possession of a valid California driver's license and ability to maintain insurability with the City's Vehicle Insurance Policy.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens; occasional field environment; exposure to dust, dirt, chemicals, noise, gas, and natural elements such as, inclement weather.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting over prolonged periods of time; extensive use of computer keyboard, visual acuity; light to moderate lifting; ability to bend, stoop, kneel, walk, reach, grab, and twist in the course of performing responsibilities.