

EMERGENCY MANAGEMENT

Broad Occupational Category - 68

DUTIES AND RESPONSIBILITIES

- *Develop, implement, and administer complex emergency management programs.*
- *Serve as Agency Duty Officer on rotational 24/7 emergency assignments.*
- *Review federal/state laws, regulations, and grant requirements to support planning.*
- *Conduct fact-finding, data collection, and statistical analysis for plan development.*
- *Evaluate program resources and operations against departmental goals.*
- *Develop reports, position papers, and recommendations for senior management.*
- *Coordinate program activities across local, state, and federal agencies.*
- *Draft hazard mitigation, public assistance, and homeland security plans.*
- *Formulate policies, procedures, and program guidelines for emergency management operations.*
- *Participate in multi-agency coordination centers and EMAC activations.*
- *Conduct on-site inspections of damaged public and private facilities post-disaster.*
- *Assist local officials and local agencies in preparing disaster aid applications (public assistance and hazard mitigation), implementing REP, hazard mitigation, and homeland security programs.*
- *Train staff in federal and state emergency management compliance requirements, and present technical and regulatory information to diverse audiences.*
- *Manage grants, budgets, and fiscal compliance for emergency programs and subrecipients of federal/state grants.*
- *Facilitate intra-agency and inter-agency communication and collaboration, including with law enforcement, firefighting, medical, and public safety organizations.*

COMPETENCIES

- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Creativity:** Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value-added in brainstorming settings.

- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Functional/Technical Skills:** Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- **Informing:** Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
- **Managerial Courage:** Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.
- **Organizing:** Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Organizational Agility:** Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

SMART Goal Prompting Questions

Develop, implement, and administer complex emergency management programs

- What actions could you take to improve the effectiveness, readiness, coordination, or outcomes of an emergency management program?
- How will you measure success, such as achieving program milestones, improving preparedness levels, increasing participation, or reducing identified risks?
- What planning tools, performance measures, exercises, technology, or stakeholder input could strengthen program administration?
- How does effective emergency management program administration improve preparedness, response, recovery, and resilience?
- By what date or program cycle will you aim to implement or improve a specific program initiative?

Serve as Agency Duty Officer on rotational 24/7 emergency assignments

- What steps could you take to strengthen your readiness and effectiveness when serving as an Agency Duty Officer?
- How will you measure success, such as improving response times, ensuring timely notifications, reducing communication gaps, or successfully completing required duty assignments?
- What duty officer checklists, notification procedures, contact lists, situation-reporting tools, or training could strengthen readiness?
- How does effective duty officer performance support timely emergency response and continuity of government operations?
- By what date or exercise/duty cycle will you aim to improve duty officer readiness?

Review federal/state laws, regulations, and grant requirements to support planning

- What strategies could you use to improve your ability to identify, interpret, and apply changing legal, regulatory, and grant requirements?

- How will you measure success, such as completing regulatory reviews on schedule, reducing compliance issues, or incorporating requirements into plans more effectively?
- What regulatory tracking tools, reference materials, training, or review processes could strengthen your work?
- How does understanding current requirements support compliant and effective emergency management planning?
- By what date or planning cycle will you aim to complete a review and incorporate applicable requirements?

Conduct fact-finding, data collection, and statistical analysis for plan development

- What actions could you take to improve the quality, completeness, and usefulness of data used in emergency management planning?
- How will you measure success, such as improving data accuracy, identifying trends earlier, strengthening risk assessments, or completing analyses more efficiently?
- What data sources, analytical tools, collection methods, or statistical techniques could strengthen planning efforts?
- How does accurate data analysis support evidence-based preparedness and emergency management decisions?
- By what date or planning cycle will you aim to complete or improve a specific data analysis?

Evaluate program resources and operations against departmental goals

- What strategies could you use to assess whether emergency management resources and operations are effectively supporting departmental goals?
- How will you measure success, such as identifying resource gaps, improving performance measures, increasing readiness, or aligning resources with priority risks?
- What performance indicators, resource assessments, operational reviews, or benchmarking methods could strengthen evaluation?
- How does effective program evaluation support responsible resource allocation and achievement of emergency management priorities?
- By what date or program review cycle will you complete an evaluation and identify improvement opportunities?

Develop reports, position papers, and recommendations for senior management

- What actions could you take to improve the clarity, accuracy, timeliness, and usefulness of reports and recommendations provided to senior management?
- How will you measure success, such as reducing revisions, improving decision-making, meeting reporting deadlines, or receiving positive feedback from leadership?
- What data visualization, briefing formats, analytical methods, or review processes could strengthen your reports and recommendations?
- How do clear, evidence-based recommendations support informed executive decision-making?
- By what date or reporting cycle will you aim to improve a specific report or recommendation process?

Coordinate program activities across local, state, and federal agencies

- What steps could you take to improve coordination, communication, and collaboration among local, state, and federal emergency management partners?
- How will you measure success, such as faster information sharing, fewer coordination gaps, improved exercise results, or successful completion of joint initiatives?
- What coordination protocols, regular meetings, shared systems, contact lists, or joint planning processes could strengthen collaboration?
- How does effective intergovernmental coordination improve preparedness and emergency response?
- By what date or program milestone will you aim to improve coordination for a specific initiative?

Draft hazard mitigation, public assistance, and homeland security plans

- What strategies could you use to improve the quality, completeness, and effectiveness of hazard mitigation, public assistance, or homeland security plans?
- How will you measure success, such as completing plans on schedule, reducing identified gaps, improving stakeholder participation, or successfully meeting federal requirements?

- What risk assessments, planning templates, stakeholder input, data analysis, or regulatory guidance could strengthen plan development?
- How do strong emergency management plans improve preparedness, resilience, and access to disaster assistance?
- By what date or planning cycle will you aim to complete or improve a specific plan?

Formulate policies, procedures, and program guidelines for emergency management operations

- What actions could you take to improve the clarity, consistency, and effectiveness of emergency management policies, procedures, or guidelines?
- How will you measure success, such as reducing procedural gaps, improving staff compliance, increasing readiness, or completing scheduled policy reviews?
- What operational experience, regulatory requirements, stakeholder input, or after-action findings could inform improvements?
- How do clear policies and procedures support consistent emergency management operations?
- By what date or policy review cycle will you aim to develop or update a specific policy or procedure?

Participate in multi-agency coordination centers and EMAC activations

- What steps could you take to improve your effectiveness in multi-agency coordination centers and during EMAC activations?
- How will you measure success, such as improving information flow, reducing response delays, completing assignments accurately, or receiving positive after-action evaluations?
- What coordination protocols, situation-reporting tools, operational checklists, or exercises could strengthen your performance?
- How does effective participation support coordinated resource deployment and emergency response across jurisdictions?
- By what date or exercise/activation cycle will you aim to improve coordination-center readiness?

Conduct on-site inspections of damaged public and private facilities post-disaster

- What strategies could you use to improve the thoroughness, consistency, safety, and documentation of post-disaster damage inspections?
- How will you measure success, such as completing inspections more quickly, improving documentation accuracy, reducing follow-up requests, or identifying eligible damages more consistently?
- What inspection checklists, documentation tools, photography standards, mapping technology, or training could strengthen field assessments?
- How do accurate damage assessments support recovery decisions and access to disaster assistance?
- By what date or disaster-response cycle will you aim to improve post-disaster inspection practices?

Assist local officials and agencies with disaster aid applications and emergency management programs

- What actions could you take to improve the technical assistance provided to local officials and agencies seeking disaster aid or implementing emergency management programs?
- How will you measure success, such as increasing successful applications, reducing application errors, shortening processing time, or improving local program compliance?
- What guidance materials, workshops, templates, technical-assistance sessions, or application review processes could strengthen support?
- How does effective technical assistance improve local preparedness, recovery, and access to available resources?
- By what date or grant/program cycle will you aim to improve assistance provided to local partners?

Train staff in emergency management compliance requirements and present technical/regulatory information to diverse audiences

- What strategies could you use to improve the effectiveness of training and presentations on emergency management requirements for different audiences?

- How will you measure success, such as improved knowledge assessments, increased training completion, fewer compliance errors, or stronger participant feedback?
- What presentation techniques, training materials, scenarios, job aids, or audience-specific approaches could strengthen learning?
- How does effective communication of technical and regulatory information improve compliance and emergency preparedness?
- By what date or training cycle will you aim to develop or improve a specific training or presentation?

Manage grants, budgets, and fiscal compliance for emergency programs and subrecipients of federal/state grants

- What actions could you take to improve grant management, budget oversight, expenditure tracking, and fiscal compliance?
- How will you measure success, such as reducing compliance findings, improving reporting timeliness, increasing accurate expenditure tracking, or completing grant activities within budget?
- What grant-management systems, fiscal reviews, monitoring procedures, or training could strengthen oversight of funds and subrecipients?
- How does effective fiscal management support accountability and responsible stewardship of emergency management resources?
- By what date or grant cycle will you aim to improve a specific aspect of grant or fiscal management?

Facilitate intra-agency and inter-agency communication and collaboration

- What strategies could you use to improve communication and collaboration among emergency management, law enforcement, firefighting, medical, public safety, and other partner organizations?
- How will you measure success, such as faster information sharing, improved meeting participation, fewer communication gaps, or stronger exercise and response outcomes?
- What communication protocols, coordination meetings, shared systems, contact directories, or joint exercises could strengthen collaboration?
- How does effective inter-agency communication support a coordinated and effective emergency response?

- By what date or exercise/planning cycle will you aim to improve communication and collaboration practices?