



JOB DESCRIPTION

TITLE: **EMERGENCY MANAGEMENT AND PUBLIC OUTREACH PLANNER**
STATUS: **FLSA Exempt**
GRADE: **Grade 17**

JOB SUMMARY:

This position is responsible for managing the District's Emergency Management program and developing and managing effective public communication programs. Under the direction of the General Manager, manages the District's emergency management program, including complex components of the District's Emergency Management Plan, Regional Disaster Plan and mitigation and recovery plans. The incumbent also manages a variety of programs centering around effective communication between the District and the media, the community, senior staff, the Board of Commissioners, other governmental jurisdictions, businesses and District employees; provide information and/or responds to District issues.

REPORTING RELATIONSHIPS:

This position reports to the General Manager. The individual leads joint efforts across multiple departments and jurisdictions but does not directly supervise any positions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Leads the District's efforts to prepare for and respond to emergencies, including those from natural disasters, system failures, and human actions. Oversees development and updating of emergency preparation, response, and recovery plans.
- Coordinates with regional agencies on emergency planning and response efforts.
- Develops emergency response efforts and plans involving multiple districts or jurisdictions.
- Provides the support, guidance, and resources necessary for the District to provide the training and appropriate personal protective equipment for its employees to safely perform their work responsibilities in responding to emergencies.
- Develops and performs training, drills, tests and evaluations of emergency management plans in accordance with state and federal regulations.
- Consults with officials of local and area governments, schools, hospitals, and other institutions in order to determine their water and wastewater needs in the event of a natural disaster or other emergency.
- Collaborates with staff and other agencies to prepare and analyze damage assessments following disasters or emergencies.
- Serves as the Public Information Officer (PIO) for the District.
- Develops strategies for communicating with customers and the community served by the District; oversees production of communications products in electronic and other formats and carries out their distribution.
- Manages contracts related to public outreach efforts.
- Works with District project managers on communicating with residents and businesses affected by District projects.
- Coordinates emergency management and communications projects between multiple District departments.

- Develops public outreach materials that serve multiple jurisdictions. Coordinates efforts with public outreach staff at other jurisdictions to develop and carry out regional information campaigns.
- Responsible for special projects as required; presents written or oral reports and recommendations; confers with General Manager on legislation and policies, and makes recommendations to the General Manager for action.
- Assists the General Manager in intergovernmental coordination for the District by reviewing and disseminating pertinent information to the General Manager and department directors.
- Develops budgets for Emergency Management and Communications efforts.
- Develops reports for and presents reports to the Board of Commissioners as requested.
- Attends Board of Commissioners Meetings as necessary.
- Performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Emergency management planning procedures including National Incident Management System (NIMS), and incident command system (ICS);
- Applicable federal, state and local regulations, policies, plans and procedures, regarding emergency management;
- Exercise and drill methods, processes and procedures;
- Principles and practices of public outreach and effective communications tools;
- Risk assessment principles and methods;
- Modern communications tools, including social media;
- Computer systems, including internal and external networks, Web functions, and equipment.

Skills in:

- Effective communication (both written and oral) and interpersonal skills as applied to interactions with co-workers, supervisor, and the general public in order to exchange and/or convey information and to receive work direction;
- Establishing and maintaining effective interpersonal relationships with all organizational levels, District customers, other agencies, and the public;
- Problem-solving in stressful situations;
- Adaptability and ability to make quick decisions as situations change and develop;
- Effective planning, prioritization, organizational coordination and evaluation skills;
- Organization and multi-tasking;
- Maintaining required records and preparing necessary reports and other written materials;
- Using computer and related software, and database programs;

Ability to:

- Develop lesson plans for emergency preparedness programs, to include all necessary research for effective program delivery.
- Prepare clear, accurate and concise reports.
- Deal in a positive, courteous and professional manner with personnel of other agencies, public officials, District employees and the public.
- Resolve disputes and conflicts.
- Independently carry out assignments and projects as required.

- Establish and maintain cooperative and effective working relationships with co-workers, supervisors, other District staff, and the public.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be a minimum of five years experience in emergency management, three or more years experience in communications or public outreach efforts, and a Bachelor’s Degree in Communications, Emergency Management, Business Administration, Public Administration, or a related field. Experience with the National Incident Management System (NIMS) and the Incident Command System (ICS) techniques of emergency response and recovery is desired. Certified Emergency Manager (CEM) certification is preferred, as is certification as a trainer for NIMS or ICS training.

WORKING CONDITIONS:

Duties are performed in an office environment with frequent field visits to observe District facilities and crews serving such facilities. The job also requires significant travel time to meet with community groups and regional agencies. Requires serving in the Emergency Operations Center (EOC) in an operational capacity or at other locations as may be assigned during exercises, emergencies or disasters. Requires (at times with minimal notice) working extended hours, nights and weekends and carrying cell phone 24 hours a day, seven days a week; may require carrying an 800 MHz radio and reference materials.

PHYSICAL REQUIREMENTS:

This position typically requires balancing, reaching, walking, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including the human body. Sedentary work involves sitting most of the time. Jobs are considered “sedentary” if walking and standing are required only occasionally and all other sedentary criteria are met.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

CLASSIFICATION HISTORY:

Approved: September 2019
Revised: October 2020