

City of South San Francisco  
Human Resources Department

**Emergency Services Captain**  
Class Description

**Definition**

Under the general direction of the Fire Chief, the position develops, coordinates, implements, administers and monitors emergency plans and operating procedures, educational, and community outreach strategies related to the City's Emergency Preparedness and Response program, including natural and human caused disaster response; analyzes and distributes information, plans, coordinates and conducts emergency management exercises and training; maintains emergency operations plans and annexes in compliance with local, state and federal regulations; and responds to and participates in the management response to emergency incidents, disasters and significant emergency events; and does other related duties as assigned.

**Distinguishing Characteristics**

This single-position classification is distinguished from other classifications by its specialization in emergency preparedness administration and response: to plan, develop, implement and monitor a comprehensive emergency preparedness and response program for the City; to coordinate short- or long-term responses to natural or technological disasters or acts of terrorism; to organize and provide training to civilian and city staff, to maintain and operate the city's Emergency Operations Center through coordination of various City, County, State or Federal agencies as well as civilian and private groups, and provide logistical support in the management of disaster response. Reporting directly to the Fire Chief, the incumbent exercises considerable independent judgment in the administration of the department's programs and services. This position may supervise technical or administrative support staff and volunteers on a project or ongoing basis.

**Typical and Important Duties**

1. Manages, directs, and supervises the preparation and maintenance of all phases of the City's emergency preparedness plan in conformity with Federal and State requirements.
2. Develops, administers and assesses emergency preparedness Training and Exercise Plan (TEP); coordinates training programs and emergency operations exercises and drills to prepare city staff and volunteers to respond quickly and effectively to emergencies.
3. Coordinate and conduct interagency training sessions on NIMS, ICS, and other emergency management topics for city staff; maintain records of NIMS/ICS training in compliance with state and federal guidelines.
4. Advises City departments on their emergency plans and coordinates interdepartmental activities and drills; and prepares and disseminates information and materials to ensure effective City response in a disaster situation.
5. Schedules and conducts regular testing procedures to ensure operational efficiencies and activates sections of the emergency plan at the direction of the Fire Chief and City Manager.
6. Assists in the development of goals, objectives and budget requests for the emergency planning and disaster preparedness function; drafts emergency management policies and

- procedures, administers budget expenditures; maintains adequate supplies of materials and equipment; and participates in the forecast of funds needed for staffing, equipment, materials and supplies.
7. Recommends program and equipment changes and updates to ensure the EOC is current and efficient.
  8. Develops and updates the city's target hazards and Local Hazard Mitigation Plan (LHMP).
  9. Responds to and participates in the management of natural and human caused emergency incidents, disasters and significant event response including mutual aid incidents, activates sections of the emergency plan at the direction of the Fire Chief and City Manager.
  10. Responds to and manages the City's Emergency Operations Center (EOC) and facilitates and coordinates communications, warnings and resource management systems and processes.
  11. Responds to localized emergencies, such as multifamily residential fires, to provide on-scene support and coordination with local relief agencies or to assist in evacuation centers or emergency shelter.
  12. Prepares analytical intelligence reports and briefings for City Departments, City Council, and EOC personnel to ensure situational awareness before, during, and after an emergency.
  13. Serves as the City's representative to, and coordinates disaster response with, County, State, Federal and regional emergency management representatives in the event of emergencies or disasters; attends emergency management meetings at the local, regional, state, and federal levels.
  14. Serves as the department's Terrorism Liaison Officer, monitors regional trends and emerging homeland security threats and ensures that department and City staff are prepared to respond to potential risks to life and safety. Recommends and supports implementation of contingency planning solutions. Stays abreast of regulatory changes and best practices, recommending modifications to emergency response procedures in response; ensures compliance with local, state, and federal policies and regulations; collects, compiles, and analyzes data for regulatory reporting purposes; ensures compliance; notifies appropriate staff of changes in laws and regulations and of any violations.
  15. Assists in administering the process for submitting federal and state reimbursement claims for city's costs during and after emergency operations.
  16. Manages the Community Emergency Response Team (CERT) program, including the coordination and tracking of volunteers, teaching of CERT curricula, and continuing education modules. Maintenance of supplies, uniforms, and logistics, grant funding, participation in regional training, and deployments during a disaster or event.
  17. Attends emergency management meetings at the local, regional, state and federal levels; works cooperatively with County departments, other disciplines and jurisdictions to enhance coordination and improve emergency response capabilities.
  18. Investigates program-related complaints, develops findings and recommendations, and forwards findings to the appropriate staff.
  19. Maintains records and files; prepares periodic and special reports related to work performed; makes presentations to various groups regarding the purpose, procedures and status of the plan.
  20. Plans, assigns, directs and evaluates the work of support staff and/or volunteers on a project or on an ongoing basis.
  21. Represents the division and department to outside agencies and organizations; participates

in outside community and professional groups and committees; provides technical assistance as necessary.

22. Provides technical assistance as appropriate.
23. Works on other projects, as assigned.
24. Performs related duties and responsibilities as assigned.

## **Job-related Qualifications**

### **Knowledge of:**

- Principles, methods, and practices of emergency preparedness.
- Demonstrated experience in administration, policy and planning as related to emergency preparedness and response.
- Applicable legal guidelines and standards governing emergency services for city, county, state and federal organizations and functions related to emergency preparedness and services.
- National, State and local emergency response framework including National Incident Management System (NIMS), Standardized Emergency Management System (SEMS) EOC operations and incident action plan development and implementation.
- National Fire Protection Association (NFPA) 1600 Standard on Continuity, Emergency, and Crisis Management.
- Excellent written and verbal communication skills, including ability to clearly communicate complex and technical information to a non-technical audience, and the ability to prepare and conduct presentations in front of large crowds and diverse audiences.
- Demonstrated knowledge of and experience working in the incident command system.
- Demonstrated project management skills with the ability to handle multiple projects simultaneously and prioritize effectively; work under time constraints; and work effectively during stressful emergency situations.
- Techniques for the preparation of informational and educational materials.
- Computer applications related to areas of assignment, including word processing; spreadsheet, presentation, and database applications.
- Various audio/visual techniques and equipment.
- Principles of management and supervision.
- Principles and practices of budget management.

### **Ability to:**

- Manage and direct a comprehensive city-wide emergency services program.
- Apply principles, practices, techniques and procedures of training to a teaching/instruction environment.
- Analyze emergency situations and adopt effective courses of action.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to learn and retain local geography and resources as they relate to emergency management planning and operations.
- Coordinate multiple activities, meet deadlines, and work independently with minimal supervision.

- Prepare and deliver effective professional presentations to a variety of audiences.
- Communicate effectively in writing, verbally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Understand and carry out orders given in person, by radio, telephone or in writing.
- Establish and maintain cooperative relationships with those contacted in the course of work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work on-call, stand-by, and protracted and irregular hours.
- Effectively evaluate the technical skills of subordinate staff.
- Perform assignments and maintain equipment in a safe manner; understand and enforce safety policies, rules, and regulations; coach others and enforce adherence to safety policies and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Word processing into standard computer format with speed and accuracy sufficient to perform assigned work.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience:

Four years of progressively more responsible experience in emergency response management and emergency preparedness program oversight gained by working with local, regional or state government, including two years at the supervisory level.

Training:

A Bachelor's Degree from an accredited college or university with major coursework in Emergency Management, Fire Science, Public Administration, or closely related field. Course work that would lead to the Fire Officer certification in accordance with the guidelines and requirements of the California Fire Academy System is preferred.

### **Licenses and Certificates**

The following licenses or certifications must be maintained as a condition of employment:

- Possession of an appropriate, valid California driver's license and satisfactory driving record.
- Completion of the ICS Training Series IS100, IS120, IS200, IS230, IS235, IS240, IS241, IS242, IS700, and IS800
- ICS-300 Intermediate ICS for Expanding Incidents
- ICS-400 Advanced ICS

Within the first 12 months of employment:

- FEMA National Emergency Management Basic Academy (NEMBA)
- FEMA CERT Certified Train the Trainer
- California State Fire and Emergency Services Instructor 1 (Cal Fire)

### **Special Requirements**

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist; climb ladders, stairs, and scaffolding; walk on rooftops; lift and carry 35 pounds; vision to read a computer screen and printed materials, including maps and plans; hearing and speech to communicate in person and over the telephone, and to make presentations.

Work Environment:

Work in standard office environment or field setting; exposure to cold, heat, noise, outdoors, confined workspace, chemicals, explosive materials, vibration, mechanical hazards, and electrical hazards.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a neat and clean appearance; work on-call, stand-by, extended hours or off-shift work for meeting attendance or participation in specific projects or programs, and respond to emergency incidents during non-business hours.

### **Additional Information:**

- Approved: January 15, 2014
- Revised Date: December 13, 2023
- Former Titles: Disaster Preparedness Manager, Emergency Services Manager
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/Exempt
- Job Code: M780