

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 44
Fiscal Year: 2011/2012
Posted Date: 05/11/2012
Reposted Date: N/A

ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	8600	Emergency Services Assistant
2	8601	Emergency Services Coordinator I
3	8602	Emergency Services Coordinator II
4	8603	Emergency Services Coordinator III
5	8604	Emergency Services Coordinator IV

For additional information regarding this proposed classification action, please contact Christina Penland, Senior Classification and Compensation Analyst, at (415) 557-4848 or by email at Christina.Penland@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Employee Relations Unit
DHR – Class and Comp Unit
DHR – Recruitment and Assessment Unit
DHR – Support Services
Anita Sanchez, CSC
Linda Cosico, DHR
Maria Newport, SFERS
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: EMERGENCY SERVICES ASSISTANT
Job Code: 8600**

INTRODUCTION

Under immediate supervision, provides paraprofessional technical and administrative support for disaster and emergency planning work in the areas of homeland security and/or emergency services citywide.

Assists with technical and administrative tasks related to office operations, plan development and disaster response.

DISTINGUISHING FEATURES

The Emergency Services Assistant is a paraprofessional class. This class is distinguished from the Emergency Services Coordinator I class by its focus on administrative and paraprofessional support for disaster, emergency planning, homeland security, and coordination activities. At this level, initially decisions are typically made in routine operations with little deviation, based on process and procedure and work is performed in accordance with established guidelines or procedures where few deviations from established practices are made without checking with the supervisor. With time and experience, this class will be exposed to non-routine operations which require some exercising of judgment and will begin to exercise some judgment in selecting appropriate established guidelines to follow, where significant deviations require prior approval and interpretation of general administrative or operational policies is sometimes necessary. This class has regular contact with others at similar levels within the organization, or external peers, general public and customers for the purpose of providing or obtaining readily available, easily understood non-controversial information.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Performs information gathering, compilation and interpretation of data for research and reporting purposes.
2. Researches and provides reference information related to technical studies in homeland security and/or disaster and emergency planning and recovery services.
3. Researches and provides reference information related to homeland security and/or emergency services grant availability.
4. Assist in the preparation of reports documents or other technical materials.
5. Provides information to staff and the public on policies regarding homeland security initiative

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and/or emergency service operations.

6. Assists with administrative tasks related to office operations, plan development, exercise support and disaster response.
7. Provides routine information to departmental personnel on the preparation of budget and policy documents and reports.
8. Inputs and maintains data in automated system and generates reports.
9. May provide administrative support in responding to local disasters and emergencies, performing duties as assigned during an emergency in which the Department of Emergency Management is involved, including working in the Emergency Operations Center during activations.
10. May assist in coordinating services at large events to ensure efficient and effective management of the City's response at planned events.
11. Assists with developing, drafting, and/or presenting written status and/or financial reports to a public legislative body regarding regional Bay Area Urban Area Security Initiative (UASI) projects.
12. Assists with the facilitation and coordination of Bay Area working group meetings.
13. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: homeland security initiative and/or emergency services processes and programs; and word processing and database software.

Ability to: gather and compile information to provide support and assistance for programs and projects, including the ability to perform efficient web searches to gather relevant project data; analyze and interpret data and information to determine relevance to assigned subject; speak clearly, concisely and effectively to communicate work related information; prepare technical reports, records and other documents related to emergency planning/management; deal tactfully and effectively with the general public, governmental officials, professional and technical persons, regional jurisdiction representatives, staff of public legislative bodies, and employees/contractors; and use a computer to research and extract information, and prepare correspondence, written reports, and other documents.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

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**Title: EMERGENCY SERVICES ASSISTANT
Job Code: 8600**

Education:

Possession of an associate degree from an accredited college or university.

Experience:

Six (6) months experience providing administrative support in an emergency management or homeland security agency.

Substitution:

Possession of an associate degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for the required six (6) months of experience.

Additional experience providing administrative support in an emergency management or homeland security agency, as described above, may substitute for the required degree on a year- for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

LICENSE AND CERTIFICATION

None.

SUPPLEMENTAL INFORMATION

United States Department of Homeland Security, FEMA, Emergency Management Institute Courses: IS 100.b or ICS 100, and IS 200.b or ICS 200 must be completed within six (6) months of appointment.

PROMOTIVE LINES

To: 8601 Emergency Services Coordinator I

From: Entrance Examination

ORIGINATION DATE:

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: EMERGENCY SERVICES COORDINATOR I
Job Code: 8601**

INTRODUCTION

Under immediate supervision, supports disaster and emergency planning work in the areas of homeland security and/or emergency services citywide.

Supports the planning, coordination and development of homeland security initiative and/or emergency service operations, plans, exercises and processes within a comprehensive emergency management program and responding to local disasters and emergencies.

DISTINGUISHING FEATURES

The Emergency Services Coordinator I is the entry-level in the professional Emergency Services Coordinator series. This class is distinguished from the Emergency Services Assistant in that the latter performs paraprofessional technical and administrative support and assistance in emergency planning. It is further distinguished from the Emergency Services Coordinator II class by the latter's responsibility for performing more complex emergency planning assignments. At this level, decisions are typically made in non-routine operations which require some exercising of judgment. Initially work is performed in accordance with established guidelines or procedures where few deviations from established practices are made without checking with the supervisor. With time and experience, this class will begin to exercise some judgment in selecting appropriate established guidelines to follow, where significant deviations require prior approval and interpretation of general administrative or operational policies is sometimes necessary. This class has regular contact with others at similar levels within the organization, or external peers, general public and customers for the purpose of providing or obtaining readily available, easily understood non-controversial information.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Reviews, evaluates and analyzes information used in the development and implementation of emergency and disaster plans, policies and procedures for individual departments or homeland security planning for the Bay Area Region
2. Researches, analyzes and provides reference information related to technical studies in disaster and emergency planning and recovery services.
3. Provides information to staff and the public on policies regarding homeland security initiative and/or emergency service operations.
4. Reviews and analyzes information and information for the preparation and dissemination of homeland security and emergency services information and determines best presentation of

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information for electronic and/or print posting and distribution.

5. Reviews and assesses documents and processes to assist with the development and implementation of emergency and disaster exercises/training for individual departments.
6. Prepares reports, documents or other technical materials.
7. Responds to local disasters and emergencies, performing duties as assigned during an emergency in which the Department of Emergency Management is involved, including working in the Emergency Operations Center during activations.
8. Coordinates services at large events, under immediate supervision, to ensure efficient and effective management of the City's response at planned events.
9. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: the principles, practices, purposes, scopes and techniques of various phases of disaster planning and plan writing.

Ability to: collect, analyze and interpret data pertaining to emergency planning/management; speak clearly, concisely and effectively to communicate work related information; prepare technical reports, records and other documents related to Emergency Management; deal tactfully and effectively with the general public, governmental officials, professional and technical persons and employees; use a computer to research, extract and process information and prepare correspondence, written reports, and other document

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Possession of a baccalaureate degree from an accredited college or university; AND

Completion of United States Department of Homeland Security, FEMA, Emergency Management Institute Courses: IS 100.b or ICS 100, and IS 200.b or ICS 200.

Experience:

Six (6) months of experience providing technical support in an emergency management or homeland security agency.

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**Title: EMERGENCY SERVICES COORDINATOR I
Job Code: 8601**

Substitution:

Possession of a baccalaureate degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for the required experience.

Additional experience providing technical support in an emergency management or homeland security agency, as described above, may substitute for the required degree on a year- for-year. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

LICENSE AND CERTIFICATION

Possession and maintenance of a valid California driver's license.

SUPPLEMENTAL INFORMATION

Some positions will be required to carry a pager and serve as the on call Duty Officer and Emergency Operation Center staff member on a rotational basis; and work weekends, evenings, shifts, and holidays, as assigned.

PROMOTIVE LINES

To: 8602 Emergency Services Coordinator II

From: 8600 Emergency Services Assistant

ORIGINATION DATE:

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: EMERGENCY SERVICES COORDINATOR II
Job Code: 8602**

INTRODUCTION

Under general supervision, performs journey level disaster and emergency planning work in the areas of homeland security and emergency services citywide.

Responsible for planning, coordination, development and promotion of emergency service operations, plans, exercises and processes within a comprehensive emergency management program and responding to local disasters and emergencies.

DISTINGUISHING FEATURES

The Emergency Services Coordinator II is the journey-level in the professional Emergency Services Coordinator series. This class is distinguished from the Emergency Services Coordinator I class in that the latter performs entry-level, less complex emergency planning assignments. It is further distinguished from the Emergency Services Coordinator III class by the latter's responsibility for coordinating a major program or project. At this level, decisions are typically made which require the determination of procedures to accomplish process. This class exercises some judgment in selecting appropriate established guidelines to follow, where significant deviations require prior approval and interpretation of general administrative or operational policies is sometimes necessary.

This class regularly has contact with others at similar levels within the organization, or external peers, general public and customers for the purpose of answer questions requiring explanation or limited interpretation of standard procedures.

SUPERVISION EXERCISED

May provide technical guidance and oversight to interns or volunteers.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Reviews, evaluates and analyzes emergency and disaster plans, policies and procedures; assist individual departments in the development and implementation emergency and disaster plans, policies and procedures; provides consultation and guidance for necessary changes or improvement, .
2. Analyzes and provides consultation and guidance to departmental personnel in the development and implementation of emergency and disaster exercises/training for individual departments.
3. Researches and provides reference information related to technical studies in disaster and emergency planning and recovery services.
4. Prepares, correspondence, reports, and planning studies; and supports creation of technical records and plans.

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Title: EMERGENCY SERVICES COORDINATOR II

Job Code: 8602

5. Maintains administrative records to document processes and provide information to staff and management.
6. Provides disaster and emergency planning and recovery information to representatives of government, public safety agencies, community groups, business organizations and the public.
7. Coordinates and presents Emergency Operations Center training for City employees and emergency responders.
8. Responds to local disasters and emergencies, performing duties as assigned during an emergency in which the Department of Emergency Management is involved, including working in the Emergency Operations Center during activations.
9. Coordinates services at large events to ensure efficient and effective management of the City's response at planned events.
10. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: principles, practices, purposes, scopes and techniques of various phases of disaster planning and plan writing; and statistical and research methods and the sources of information and data related to disaster planning.

Ability to: collect, analyze and interpret data pertaining to emergency planning; speak clearly, concisely and effectively to communicate work related information; prepare technical reports, records and other documents related to emergency planning/management; deal tactfully and effectively with the general public, governmental officials, professional and technical persons and employees; and use a computer to research, extract and process information and prepare correspondence, written reports, and other documents.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Possession of a baccalaureate degree from an accredited college or university; AND

Completion of United States Department of Homeland Security, FEMA, Emergency Management Institute Courses: IS 100.b or ICS 100, IS 200.b or ICS 200, and IS 700/800.

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**Title: EMERGENCY SERVICES COORDINATOR II
Job Code: 8602**

Experience:

Two (2) years of experience in emergency/disaster planning and management or a closely related field.

Substitution:

Possession of a baccalaureate degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for one (1) year of the required experience.

Possession of a master's degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for the two (2) years of required experience.

Additional experience in emergency/disaster planning and management, as described above, may substitute for the required degree on a year- for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

LICENSE AND CERTIFICATION

Possession and maintenance of a valid California driver's license.

SUPPLEMENTAL INFORMATION

Some positions will be required to carry a pager and serve as the on call Duty Officer and Emergency Operation Center staff member on a rotational basis; and work weekends, evenings, shifts, and holidays, as assigned.

PROMOTIVE LINES

To: 8603 Emergency Services Coordinator III

From: 8601 Emergency Services Coordinator I

ORIGINATION DATE:

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: EMERGENCY SERVICES COORDINATOR III
Job Code: 8603**

INTRODUCTION

Under direction, performs and coordinates difficult and responsible disaster and emergency planning work in the areas of homeland security and emergency services citywide. Emergency Services Coordinator III's coordinate complex projects and may supervise the work of emergency services staff assigned to work on a specific project.

Responsible for coordination, development and promotion of emergency service operations, plans, exercises, and processes within a comprehensive emergency management program and responding to local disasters and emergencies.

DISTINGUISHING FEATURES

The Emergency Services Coordinator III is the advanced journey-level in the professional Emergency Services Coordinator series. This class is distinguished from the Emergency Services Coordinator II by the responsibility for coordinating a major program or project. It is further distinguished from the Emergency Services Coordinator IV in that the latter class plans and oversees the activities of a unit or regularly supervises a major program or project. At this level, decisions are typically made which require application of analytical problem-solving abilities and involve deviations from process, technology and resources. This class requires frequent interpretation of policies, procedures and guidelines. Work may require the development of recommendations consistent with directives, policies and regulations. This class has regular contact with higher-level positions, internal or external, for the purpose of solving problems involving some confidentiality, sensitivity or conflict, which require interpretation and application of policy.

SUPERVISION EXERCISED

May supervise the work of professional, technical and administrative support emergency services staff or functions as a lead worker or project manager.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Develops and coordinates the creation and implementation of emergency and disaster plans, policies and procedures for individual departments.
2. Plans, coordinates, develops and promotes emergency service policies, operations, plans and processes related to exercise design and execution.
3. Coordinates and supports the activities of emergency and disaster planning coordinators in other City departments, state, federal and non-governmental partners; assists in the development and implementation of emergency and disaster exercise plans for individual City departments by reviewing and evaluating plans, policies and procedures developed by departments and providing consultation and guidance for necessary changes or improvements.

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Title: EMERGENCY SERVICES COORDINATOR III

Job Code: 8603

4. Researches and analyzes best practices in the field of disaster and emergency planning; assesses and analyzes opportunities for improvement, makes recommendations for the implementation of improvements.
5. Assists in developing and implements citywide disaster and emergency planning policies and procedures.
6. Prepares important technical records, plans, and reports to document processes and provide information to management.
7. Coordinates and presents Emergency Operations Center training for City employees and emergency responders, public safety agencies, community groups, business organizations and the public.
8. Provides disaster and emergency planning, exercise planning and recovery information, consultation, and advice to representatives of government, public safety agencies, community groups, business organizations and the public.
9. Responds to local disasters and emergencies, performing duties as assigned during an emergency in which the Department of Emergency Management is involved, including working in the Emergency Operations Center during activations.
10. Coordinates services at large events to ensure efficient and effective management of the City's response at planned events.
11. May supervise the work of Emergency Services staff, lead working groups, and/or coordinate the work of staff on specific projects or programs.
12. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: principles, practices, purposes, scopes and techniques of various phases of disaster planning and plan writing; statistical and research methods and the sources of information and data related to disaster planning;

Ability to: collect, analyze and interpret data pertaining to emergency planning; prioritize, plan, assign, and coordinate work assignments and projects; maximize and maintain positive and productive working environment; speak in a clear, concise, organized and relevant manner so that listeners can understand information conveyed; communicate courteously, verbally persuade, elicit feedback and listen to others; prepare written communications including correspondence, instructional memos, and technical reports in a clear, concise, effective, and well-organized manner; deal tactfully and effectively with the general public, governmental officials, professional and technical persons and employees; and use a computer to research, extract and process information and prepare correspondence, written reports, and other documents.

MINIMUM QUALIFICATIONS

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DEPARTMENT OF HUMAN RESOURCES**

**Title: EMERGENCY SERVICES COORDINATOR III
Job Code: 8603**

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Possession of a baccalaureate degree from an accredited college or university; AND

Completion of United States Department of Homeland Security, FEMA, Emergency Management Institute Courses: IS 100.b or ICS 100, IS 200.b or ICS 200, and IS 700/800.

Experience:

Four (4) years of experience in emergency/disaster planning and management or a closely related field.

Substitution:

Possession of a baccalaureate degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for up to two (2) years of the required experience.

Possession of a master's degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for up to three (3) years of the required experience.

Additional experience in emergency/disaster planning and management, as described above, may substitute for the required degree on a year- for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

LICENSE AND CERTIFICATION

Possession and maintenance of a valid California driver's license.

SUPPLEMENTAL INFORMATION

Required to carry a pager and serve as the on call Duty Officer and Emergency Operation Center staff member on a rotational basis; and work weekends, evenings, shifts, and holidays, as assigned.

PROMOTIVE LINES

To: 8604 Emergency Services Coordinator IV

From: 8602 Emergency Services Coordinator II

ORIGINATION DATE:

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: EMERGENCY SERVICES COORDINATOR IV
Job Code: 8604**

INTRODUCTION

Under direction, plans, administers and directs the activities of a staff engaged in disaster and emergency planning work in the areas of homeland security and emergency services citywide and performs difficult and complex professional and technical disaster, exercise development, and emergency planning work.

Responsible for coordination, development and promotion of emergency service operations, plans, exercises and processes within a comprehensive emergency management program and responding to local disasters and emergencies.

DISTINGUISHING FEATURES

The Emergency Services Coordinator IV is the supervisory level in the professional Emergency Services Coordinator series. This class is distinguished from the Emergency Services Coordinator III by the increased level of difficulty in the scope of work and supervision responsibilities. At this level, decisions typically involve allocation, supervisory application, and deployment of existing resources. This class requires frequent interpretation of policies, procedures and guidelines. Work may require the development of recommendations consistent with directives, policies and regulations. This class has regular contact with higher-level positions, internal or external, for the purpose of negotiating solutions to major or controversial issues within policy guidelines, but requiring procedural changes.

SUPERVISION EXERCISED

The Emergency Services Coordinator IV supervises the activities of subordinate professional, technical and administrative support emergency services staff.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Supervises, trains, assigns, and evaluates the activities of staff; develops work plans, establishes performance goals and objectives; and monitors and reviews work in progress, providing assistance and guidance.
2. Develops and implements disaster and emergency planning procedures; recommends disaster and emergency planning policies; provides information on and interpretation of policies and procedures; acts as technical advisor on studies and problems relating to emergency and disaster planning.
3. Performs and manages disaster and emergency planning work in the areas of homeland security and emergency services citywide; and develops and coordinates the creation and implementation of emergency and disaster plans, policies and procedures for individual departments.
4. Performs and manages disaster and emergency training and exercise program citywide; and develops and coordinates the creation and implementation of emergency and disaster

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exercise plans, policies and procedures for individual departments.

5. Gathers, analyzes and interprets emergency planning data and prepares recommendations; assesses and analyzes opportunities for improvement, implements improvements; negotiates and resolves difficult and complex issues and problems, in cases where interpretation is involved, conducts thorough analysis to justify recommendations and decisions.
6. Prepares difficult and complex technical records and plans, and planning reports.
7. Administers, coordinates and presents Emergency Operations Center training for City employees and emergency responders.
8. Represents the department in public meetings with City Department Heads, community partners, agency representative and elected officials to provide information on planning policies and procedures and explain departmental decisions.
9. Collaborates with and provides information and advice or consults with representatives of government, public safety agencies, community groups, business organizations and the public regarding emergency services.
10. Responds to local disasters and emergencies, performing duties as assigned during an emergency in which the Department of Emergency Management is involved, including working in the Emergency Operations Center during activations.
11. Coordinates services at large events to ensure efficient and effective management of the City's response at planned events.
12. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: principles, practices, purposes, scopes and techniques of various phases of disaster planning and plan writing; and statistical and research methods and the sources of information and data related to disaster planning.

Ability to: collect, analyze and interpret data pertaining to emergency planning; make sound conclusions and/or logical recommendations that consider the consequences and impact of decisions; prioritize, plan, assign, direct, monitor, and evaluate the work of assigned staff; instruct and train employees' performance to maximize efficiency and productivity; speak in a clear, concise, organized and relevant manner so that listeners can understand information conveyed; communicate courteously, verbally persuade, elicit feedback and listen to others; and make oral presentations of findings and recommendations in public hearings; prepare written communications including correspondence, instructional memos, and technical reports in a clear, concise, effective, and well-organized manner; deal tactfully and effectively with the general public, governmental officials, professional and technical persons and employees; and use a computer to research, extract and process information and prepare correspondence, written reports, and other documents.

MINIMUM QUALIFICATIONS

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: EMERGENCY SERVICES COORDINATOR IV
Job Code: 8604**

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education/Training:

Possession of a baccalaureate degree from an accredited college or university; AND

Completion of United States Department of Homeland Security, FEMA, Emergency Management Institute Courses: IS 100.b or ICS 100, IS 200.b or ICS 200, and IS 700/800.

Experience:

Six (6) years of experience in emergency/disaster planning and management or a closely related field, which must have included two (2) years in a lead, supervisory, or project management role.

Substitution:

Possession of a baccalaureate degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for up to two (2) years of the required experience. The two (2) years of lead, supervisory or project management experience cannot be substituted.

Possession of a master's degree from an accredited college or university in Business, Public Administration, Emergency Management or a closely related field can substitute for up to three (3) years of the required experience. The two (2) years of lead, supervisory or project management experience cannot be substituted.

Additional experience in emergency/disaster planning and management, as described above, may substitute for the required degree on a year- for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

LICENSE AND CERTIFICATION

Possession and maintenance of a valid California driver's license.

SUPPLEMENTAL INFORMATION

Required to carry a pager and serve as the on call Duty Officer and Emergency Operation Center staff member on a rotational basis; and work weekends, evenings, shifts, and holidays, as assigned.

PROMOTIVE LINES

To: This is the highest level in the Emergency Service Coordinator series

From: 8603 Emergency Services Coordinator III

ORIGINATION DATE: