



EMERGENCY SERVICES ANALYST I/II

DEFINITION

To perform responsible, professional and technical emergency management duties in providing staff assistance to the San Mateo Consolidated Fire Department and major divisions within each city served; to develop, organize and conduct trainings, public education programs, and Community Emergency Response Teams (CERT) training, conduct meetings and research assignments in a variety of emergency management and operational procedures and topics; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a non-safety classification reporting to the Emergency Services Manager. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

Emergency Services Analyst I - This is the entry level class in the Emergency Services Analyst series. Incumbents of this class perform the more routine Emergency Management (EM) work that requires only limited previous EM experience. EM Analysts I are considered to be in a continued training status and as assigned responsibilities and breadth of knowledge increase with experience, may reasonably expect their positions to advance to the next higher class of Emergency Services Analyst II.

Emergency Services Analyst II - Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Emergency Services Analyst I, or, when filled from the outside, require prior EM experience. Appointment to the higher class requires that the employee be performing substantially the full range of duties for the class and meet the qualification standards for the class. An Emergency Services Analyst II works under general supervision and is expected to perform the entire range of administrative and technical duties requiring a complete knowledge of departmental policies and procedures. Work in this class is distinguished from that of an Emergency Services Analyst I by the greater complexity of the assignments received and by the greater independence with which an incumbent is expected to operate.

SUPERVISION RECEIVED AND EXERCISED

Emergency Services Analyst I: Receives direction from the Emergency Services Manager, higher level departmental or Emergency Management personnel.

Emergency Services Analyst II: Receives direction from the Emergency Services Manager, higher level departmental or Emergency Management personnel.

May exercise technical and functional supervision over less experienced Emergency Services Analysts.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include, but are not limited to, the following:

Support the preparation, implementation, and monitoring of a comprehensive risk-based emergency management and community preparedness program.

Support the preparation and maintenance of the municipal emergency operations plans, annexes, appendixes, checklists and other supporting documentation, procedures and guides, local hazard mitigation plans, continuity, and recovery plans.

Respond to an Emergency Operations Center (EOC) or Department Operations Center (DOC) when it activated; ensure that appropriate documents are available at the center, provide support to coordination efforts, and serve as liaison as required.

Design and administer communication plans to disseminate information and materials enabling effective municipal and community response to a disaster situation to include personal preparedness training.

Continually monitor and assess municipalities' training programs; research methods to increase community outreach; analyze community needs and program effectiveness; develop corrective actions related to identified needs, emergency activities and SMCFD goals; maintain records of findings and corrective actions identified through After-Action Reports/Improvement Plans, and coordinate development of multiyear Training and Exercise Plans.

Coordinate and conduct interagency training sessions on NIMS, ICS, and other emergency management topics for municipal personnel to establish and operate an (EOC); maintain records of NIMS/ICS training in compliance with state and federal guidelines for SMCFD and the cities served.

Produce training materials, including written documents, electronic media, and videos; maintain materials, such as props, slides, videos, films, and other educational documents; set up and operate appropriate and different audiovisual equipment.

Provide oversight and program delivery of 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 and logistics, and participation in regional training and exercise opportunities.

Develop training curricula/plans, coordinate logistics, promote and deliver public education programs to civic organizations, religious institutions, businesses and residents from kindergarten age to senior citizens on disaster preparation, fire and earthquake preparedness, fire prevention and life safety public education programs, wildland fire mitigation programs, CPR

and first aid programs.

Design, develop and deliver a variety of disaster exercises designed to test elements of the municipalities' emergency capabilities according to Homeland Security Exercise and Evaluation Program guidance.

Support facilitation of stakeholders in exercise planning meetings, prepare exercise documentation to include exercise plans and manuals.

Perform a variety of administrative and technical duties related to the development and implementation of special projects and/or programs; track performance measures quarterly; develop and prepare periodic information sheets, statistical, departmental and special reports related to projects or programs and work performed; maintain records and files; develop directories; create meetings agendas and meeting minutes.

Develop working relationships with and make presentations to representatives of municipal departments, as well as other public and private support relief agencies, businesses, schools, homeowners, non-governmental organizations (NGO's) and other community groups regarding emergency services.

Assist in the development of goals and objectives for the emergency management program.

Participate in budget preparation and administration; prepare cost estimates and revenue projections for budget recommendations for designated accounts; submit justifications of program and related activities; monitor and control expenditures.

Participate in specialized training, conferences and seminars as available and appropriate to maintain technical knowledge.

Build and maintain positive working relationships with co-workers and the public using principles of good customer service.

Compile and analyze data; prepare reports and make recommendations on the formulation of policy and procedures, EOC and division staffing and organizational changes.

Compile materials and assist with the preparation of reports, manuals, and publications.

Participate in administering contracts including those relating to grant projects; monitor programs for compliance with applicable regulations.

Interpret Federal, State and City regulations; coordinate their application to Department operations.

Perform other related duties and responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

Standard office practices, procedures, methods and equipment.

Principles and practices of organization and Emergency Management.

Basic principles, methods, and practices of Emergency Management Training, Public Education and CERT.

Basic research techniques and methods of report preparation.

Ability to:

Communicate clearly and concisely, both verbally and in writing.

Review organizational and administrative problems, and recommend and implement an effective course of action.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Learn, interpret and apply SMCFD and City policies, procedures, rules and regulations.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Emergency Services Analyst I:

Experience:

One year of Emergency Management and/or Training experience, preferably in local government.

Training:

Equivalent to an associate's degree/60 semester units from an accredited college or university with major work in emergency management, public administration, public policy, planning, communications, or a closely related field.

License or Certificate:

- Possession of a valid California driver's license and a satisfactory driving record is required.
- Valid certificates for ICS 100, 200, IS700.b and IS800.d or ability to obtain within first year of employment.
- CPR certification must be obtained within one year of employment.
- CERT Instructor is highly desirable.

- California State Fire Marshal Instructor 1 and Instructor 2 Certification highly desirable.

Emergency Services Analyst II

In addition to the qualifications for Emergency Services Analyst I:

Experience:

Three years of Emergency Management and/or Training experience, preferably in local government.

Training:

Equivalent to a bachelor's degree/120 semester units from an accredited college or university with major work in emergency management, public administration, public policy, planning, communications, or a closely related field.

License or Certificate:

- CERT Instructor is required.
- California State Fire Marshal Instructor 1 and Instructor 2 or Fire and Life Safety Educator 1A/B/C certification is required.
- Professional certifications such as California Governor's Office of Emergency Services Career Credentials, International Association of Emergency Managers AEM or CEM designations are highly desirable.
- American Heart Association CPR and First Aid Instructor highly desirable.

Knowledge of:

Research techniques, sources, and availability of information, and of report preparation and presentation.

Pertinent State, Federal and local laws and regulations.

Principles, methods and practices of municipal Emergency Management.

Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Grant research, preparation, writing, and administration.

Ability to:

Properly interpret and make decisions in accordance with laws, rules, and policies.

ADA Special Requirement:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment with some exposure to hazardous situations; availability to travel to different locations; availability to work off-hours and for emergency call-out;

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ability to safely lift 50 pounds.

Adopted Fire Board: 8/20/24
Employee Group: Analyst I: General (AFSCME); Analyst II: Management (AFSCME)
FLSA: Analyst I: Non-Exempt; Analyst II: Exempt
Pre-Appt. Medical: Yes
Safety Sensitive: No
Form 700: No
Job Code: 5346/2150