



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 665.1

Job Title: **EMERGENCY MANAGEMENT PROGRAM MANAGER**

Pay Grade: 28

### **GENERAL SUMMARY:**

Manage emergency management work including coordination with other entities, the prevention, preparedness, response, recovery and/or mitigation of intentional and unintentional crisis, disasters, other humanitarian emergencies, or of all-hazards, natural and man-made/technological (chemical, biological, radiological, nuclear, high explosives) events.

### **RESPONSIBILITIES:**

- Independently develop, implement, and periodically review of emergency management plans.
- Implement emergency management goals through specific tasks including but not limited to maintaining records, compiling documentation, and generating reports or other data products.
- Analyze and review best practices, procedures to develop recommendations for improvement of prevention, preparedness, response, recovery and/or mitigation activities.
- Complete special projects as assigned, working on a wide variety of financial, administrative, professional, management and community issues and problems of simple to medium complexity.
- Maintains proficiency in job tasks through regular training attendance and participation in exercises.
- Coordinate with limited supervision citywide preparations and activities in the event of an emergency and assists in the implementation of continuity plans.
- Prepare, edit, and revise department policy and procedure manuals. Responds to correspondence, requests for information, etc. as assigned by supervisor.
- Evaluation and design of workflow, processes, various emergency plans, etc.
- Knowledgeable of administrative policies and supervises communication with the department personnel regarding these policies.
- Assigned management responsibilities on a limited basis for certain functions, units, or programs. May also function as a lead.
- Is available for 24-hour on-call response during emergencies to perform emergency management functions and related duties.
- Supervise the workflow of less experienced specialist through creating schedules, assigning tasks, goal attainment, and performance evaluation.
- Performs other job-related duties as required.

## **SPECIFICATIONS:**

### **KNOWLEDGE:**

A Bachelor's degree related to emergency management, emergency response, public safety, public health, criminal justice, or public administration.

### **EXPERIENCE:**

Seven years of experience in emergency management, emergency response, public safety, public health, criminal justice, or public administration.

### **PEREFENCE:**

Certified Emergency Manager (CEM) issued by a State or International Association of Emergency Managers (IAEM)

### **SUBSTITUTION:**

A Master's degree related to emergency management, emergency response, public safety, public health, criminal justice, or public administration may substitute for one year of experience.

### **COMPLEXITY:**

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies, and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

### **IMPACT OF ACTIONS:**

Errors in work could lead to significant expense and inconvenience. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision, and evaluation of work as a Manager or the equivalent over the Assistant Managers or first-line supervisors. This position has significant levels of input as it pertains to personnel actions, such as hiring, terminations, and pay changes

#### **Indirect Supervision:**

Involves supervision and evaluation of work as a Manager.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with Managers and Assistant Directors and occasionally with Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement, or rejection on complex issues; diplomacy is required, e.g., problem-solving discussions regarding responsibilities, finance, or workflow or to facilitate service.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors, and professional contacts with allied organizations. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues, e.g., project coordination and higher-level problem resolution.

**PHYSICAL EFFORT:**

This position may involve physical exertion, such as lifting and moving objects. Sitting or standing for extended periods of time may be required.

**WORK ENVIRONMENT:**

The work environment for this position may be varied, and can include working outdoors in extreme weather conditions, in structures that lack climate control, or in an office environment. The office may have occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal. Performs related work as required.

**PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

**MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description. Emergency incidents or planned events may result in an adjusted organizational structure where employees with a higher pay grade will report to employees with a lower pay grade. Staff in this position are Tier I employees unless otherwise noted.

**JOB FAMILY:**

Emergency Management Specialist I  
Emergency Management Specialist II  
Emergency Management Specialist III  
Emergency Management Program Manager

*Effective: April 2021*