

JOB DESCRIPTION
MARSHALL COUNTY, ALABAMA

OPERATIONS SPECIALIST

JOB GRADE: 9

JOB CODE: 158

Department: Emergency Management
Reports To: EMA Director
Date: August 2015
FLSA: Non-Exempt
DOT Ref: 219.362-010, 201.362-030

JOB DESCRIPTION

Serve as an Administrative Assistant to the Director and Volunteer Services Liaison for Marshall County EMA. Duties include a wide variety of clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, preparing reports, or providing information. Prepare purchase orders and maintain documentation and reports for all purchases and maintain data bases for same. Coordinate Volunteer Services, prepare presentations for public outreach, deliver presentations at public outreach events, and assist with planning and presentations for exercises and other training events. Under the direction of the EMA Director, the Operations Specialist will assist in all functions necessary to mitigate against, prepare for, respond to, and support continued operations during and recovery from all emergencies or disasters.

ESSENTIAL JOB FUNCTIONS

A. Serve as Administrative Assistant to the Director:

1. Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
2. Create, maintain, and enter information into databases.
3. Coordinate meetings, including preparing agenda, notifying attendees, preparing and disseminating any post meeting information and maintaining electronic files for same.
4. Prepare purchase requisitions and purchase orders, maintain tracking databases for purchase acquisitions and invoices.
5. Assist in preparing weekly, monthly and quarterly reports.
6. Maintain and keep up to date the Emergency Management Resource Director database and manuals.
7. Maintain inventory databases and performing yearly inventory of all Emergency Management Equipment and Supplies.
8. Maintain hard copy and electronic equipment maintenance manuals.
9. Make copies of correspondence or other printed material.
10. Maintain contact information and databases for warming, cooling, tornado and Red Cross shelters.
11. Assist with the documentation and completion of Public Assistance forms during emergency and disaster situations.

ESSENTIAL JOB FUNCTIONS (Continued)**B. Volunteer Services Liaison:**

1. Work with the Director on coordinating Volunteer Services both internal to emergency management and external for public needs.
2. Work with Voluntary Organizations Active in Disaster (VOAD) both locally and at the state level along with United Way, Red Cross, Salvation Army and Faith Based Organizations for the purpose of preparing for and responding to the various types of emergencies and disasters that impact Marshall County.
3. Work with the Long Term Recovery Committee to ensure that emergency management as well as Federal/State Individual Assistance criteria is appropriate.

C. Public Outreach Coordination:

1. Prepare packets of information for the purpose of disseminating to the public for emergency preparedness.
2. Prepare presentations to inform and educate the public on disaster preparedness activities.
3. Set up booths and distribute preparedness information at various public events.

D. Rotate as duty officer and assist with Emergency Operations Center (EOC) activations and operations.**E. Assist other members of the EMA staff with documentation needs.****KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of administrative and clerical procedures and systems such as word processing utilizing Microsoft Office products, managing files and records, designing forms and databases and other office procedures and terminology.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of basic business accounting procedures.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to communicate information and ideas in speaking so others will understand.
- Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Ability to generate or use different sets of rules for combining or grouping things in different ways.

KNOWLEDGE, SKILLS AND ABILITIES (Continued)

- Ability to read and comprehend manuals, journals, financial reports, correspondence, press releases, and related documents.
- Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.
- Ability to work in a high stress environment and the ability to multi-task in fast-paced and stressful situations.
- Ability to establish and maintain effective working relationships with public officials, employees, volunteers, the media and the general public.

NECESSARY SPECIAL REQUIREMENTS

- Completion of the FEMA NIMS required On-Line Courses within one year of appointment.
- Completion of the FEMA Incident Command class room courses and the Homeland Security Exercise Evaluation Program (HSEEP) within one year of appointment.
- Ability to lead classroom discussions and/or speak in front of large gatherings of people.
- Ability to lift at least fifty (50) pounds.
- Ability to climb and stand on a ladder at least twenty (20) feet high.
- Ability to stoop, bend or lay within floor crawl space areas.
- Ability to operate large vehicles, operate forklift, pallet jack, and hook and tow large pieces of equipment, including utility and equipment trailers.
- Ability to function in a high stress environment.
- Ability to work in various environmental conditions such as dusty environments, heat, cold, rain and snow.
- Ability to work extended and unusual hours, including weekends, holidays, and or off-hour shifts during emergencies or disaster situations and during training programs, preparedness exercises and public outreach events.

MINIMUM QUALIFICATIONS

- Associate Degree in Business Administration plus two (2) years of clerical or project management work experience, or an equivalent combination of education and experience.
- Experience in an Emergency Management environment or related field is preferred but not mandatory.
- Must possess a valid State of Alabama driver's license and a driving record suitable for insurability.

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the ADA) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. Incumbent must be able to perform the essential functions of this position with or without reasonable accommodation.