

EMERGENCY OPERATIONS CENTER (EOC) SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position works in the Emergency Operations Center (EOC) which requires 24/7 staffing. Responsibilities include receiving information from the field and making appropriate notifications as required by Standard Operating Procedures, adapting and functioning during time-urgent situations. This position supports the County Emergency Operation Center in crisis response and incident management. Work is performed under the general supervision of the Director of Emergency Services with leeway allowed for the use of independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives and communicates emergency messages and makes appropriate notifications;
Drafts concise and accurate situational reports;
Prepares and presents briefing materials;
Sorts and prioritizes operational email/call traffic and make appropriate notifications based on established criteria;
Works as a member of a team to continuously improve operational effectiveness, improve SOP's, and deliver support to customer;
Compiles and documents information gathered through communication lines into documents to provide to decision makers;
Provides support and emergency information to deployed personnel;
Directs the operation of video and computer presentations to facilitate presentations to upper management;
Prepares a variety of records and reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices used in response to terrorism and other public threats and emergencies;
Good knowledge of local geography, physical resources, and community and governmental organizations;
Good knowledge of federal, state, and local regulations that affect emergency plans;
Ability to establish and maintain cooperative relationships with public officials, professional and technical personnel, and the general public;

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Ability to communicate effectively both orally and in writing;
Ability to analyze, organize, and maintain data;
Ability to prepare a variety of reports;
Ability to work under pressure and emergency situations;
Willingness to be flexible and work varying hours and shifts;
Problem-solving skills;
Calm disposition;
Critical thinking
Dependability.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two years of experience in planning or implementing emergency services or a public safety program; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and four years of experience in planning or implementing emergency services or a public safety program; OR

C) An equivalent combination of training and experience as defined by the limits of A) and B) above.