



COUNTY OF SANTA BARBARA  
INVITES APPLICATIONS FOR THE POSITION OF:

# Emergency Services Manager

*An Equal Opportunity Employer*

## SALARY

Salary: See Position Description

**OPENING DATE:** 10/13/16

**CLOSING DATE:** 10/21/16

## **THE POSITION**

### **SALARY / BENEFITS:**

**Salary:** \$82,049 - \$131,386 Annually (amount reflects base salary plus \$6,149 cash benefit allowance)

**Benefits:** Click on Benefits Tab above or [click here](#)

We are accepting applications to fill an **Emergency Services Manager** vacancy in **Santa Barbara** for the **CEO's Office of Emergency Management**. We are also establishing a list for future vacancies.

### **About the Emergency Services Manager Position:**

The Emergency Services (ES) Manager will work on a team of ES Managers and will report directly to the County's Deputy Director and Director of Emergency Management. ES Managers provide leadership and coordination during emergencies and disasters. As needed, approximately one week a month, the ES Manager provides immediate duty officer coverage. The ES Managers are assigned program responsibilities based on their strengths and operational needs such as development and maintenance of emergency planning documents, training and exercises, volunteer coordination, nuclear power plant emergency preparation and coordination, gas and oil emergency regulation, grant application, mass care planning, access and functional needs planning, emergency alerting systems coordination and others. All ES Managers provide some level of public presentation and instruction. The ES Manager position is a management level position.

### **THE IDEAL CANDIDATE:**

- Significant experience with large scale emergencies (declared disasters).
- General knowledge of local government responsibilities, experience in performing emergency management/emergency services functions and experience in emergency response. Specific background in oil and gas facility emergency planning is a plus. Knowledge of, or a background in nuclear power facility emergency preparedness planning is helpful.
- Excellent communication skills and the ability to exchange both written and spoken information in a clear, concise, organized and relevant manner with command and purpose to diverse groups of people; the ability to help others understand objectives and priorities.
- Experience with conducting Homeland Security Exercise and Evaluation Program (**HSEEP**) compliance training and exercise activities.
- Experience and skill to work cooperatively and maintain productive business relationships with staff members and the public in order to accomplish goals and objectives, develop effective working relationship with people of diverse backgrounds and temperaments, successfully handle difficult people and situations, and

demonstrate tact and diplomacy.

- Strong analytical skills and the ability to identify problems, secure relevant policy information, identify possible causes, develop options for solutions, and make logical recommendations. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- The ability to work well in a team environment, making positive contributions and assisting others as necessary.
- One of the following certifications: International Association of Emergency Managers (**IAEM**) Certified Emergency Manager (**CEM**), or IAEM Associate Emergency Manager (**AEM**).
- Experience supervising emergency services/emergency management staff.
- Experience researching, writing, overseeing and managing state and federal grants.
- Master's degree, preferably in emergency management.

### **About the Santa Barbara County Office of Emergency Management:**

The Santa Barbara County Office of Emergency Management (SBC OEM) is a division within the County Executive Office and is responsible for emergency planning and coordination for the Santa Barbara Operational Area. The division builds systems to assist in planning, responding, recovering and mitigating natural and human-caused disasters and emergencies.

Although the current vacancy is listed as being in Santa Barbara, the division may consider locating the position in Santa Maria. Upon request, some flexibility may be given to the current work site location of the individual selected. However, **to be considered**, all applicants must check "Santa Barbara" on their application in the location section of the application. Travel between North and South County work sites will be required.

### **Santa Barbara Operational Area**

On a day to day basis, OEM is responsible for emergency planning and coordination among the Santa Barbara Operational Area entities which include:

**Cities:** Buellton, Carpinteria, Goleta, Guadalupe, Lompoc, Santa Barbara, Santa Maria, Solvang

**Special Districts:** Air Pollution Control District, Fire Districts, Sanitary Districts, School Districts, Vector Control Districts, Water Districts

**Volunteer Organizations:** American Red Cross, Amateur Radio Emergency Services (ARES), Equine Evacuation, and Montecito Emergency Response & Recovery Action Group (MERRAG), Volunteer Organizations Active in Disasters (VOAD)

**Industry Groups:** CAER-Community Awareness and Emergency Response, Petroleum industry mutual aid group, SBIA-Santa Barbara Industrial Association

**Tri-County Coordination:** Santa Barbara County OEM also coordinates with adjoining offices of emergency services in Ventura and San Luis Obispo Counties. The Tri-County Coordinators meet and discuss regional preparedness several times throughout the year.

### **EXAMPLES OF DUTIES**

1. Maintain the Santa Barbara County Operational Area Emergency Management Plan, Hazard Mitigation Plan, and Continuity of Operations Plans.
2. Maintain the County Emergency Operations Center (EOC) in a state of operational readiness.
3. Maintain a trained cadre of EOC team members.
4. Provide ongoing coordination, planning, training, and exercises with partners throughout the County, region,

and State.

5. Assist County departments in developing department emergency plans which address how they will perform during disasters.
6. Assist County departments with development of facility emergency plans for occupied County facilities.
7. Provide ongoing training for County operational area partners.
8. Manage project budgets and grants as required. Be willing to make public presentations, participate in press conferences, and to present to public officials (including the County Board of Supervisors) as necessary.
9. Coordinate the County's efforts to maintain an accreditation for hazard mitigation plan.
10. Coordinate the County's efforts to maintain an accreditation for emergency management plans/emergency operations plan.
11. Provide ongoing community outreach and education in conjunction with operation area partners.
12. Must be willing to be on call to serve as on-call duty officer to respond to the County's emergency operations center or onsite as needed during large scale emergencies. This Duty is generally performed on a 24/7 basis, with a weekly rotation, but actual schedules will be subject to operational needs, as determined by the Director of the OEM, or designee.
13. Must be willing to work in the field in Incident Command Posts, or other locations as directed, during extended and non-traditional work hours, in inclement weather, and in challenging environments, often on little or no notice. May even be required to work at emergencies for extended periods of time outside of the County when deployed.
14. May lead the planning and program efforts for the Office of Emergency Management's North County Operational Area; sets program goals and measurements; and assumes accountability for program results.
15. Makes policy recommendations for the program to the Director, the work that is performed, and the expansion of services.
16. Oversees the program budget development; balances fiscal priorities; prioritizes and allocates resources within the program; and coordinates resources with other programs or departments.
17. Exercises a high-level of independent action and decision making at the program level.
18. Scheduling, docketing, preparing board letters and supporting documentation, and presenting items/issues to the Board of Supervisors, etc.
19. Administrative duties, such as taking meeting notes, preparing agendas, making photocopies, using Sharepoint sites, etc.
20. Management and execution of complex projects and programs, with the need to anticipate challenges, and to identify and implement solutions.
21. Creation of complex plans that may require input and collaboration from multiple public safety organizations.

## **EMPLOYMENT STANDARDS**

1. Bachelor's degree **and** two years of experience directly related to the administration of an emergency services/emergency management program; **or**
2. Four years of administrative, technical or operational experience in an emergency services, law enforcement, military or fire field **and** two years of experience directly related to the administration of an emergency services/emergency management program; **or**
3. Six years of public safety experience (such as law enforcement, fire service, or the military), with demonstrated relevant experience and leadership experience; **or**
4. Equivalent combination of training, education, and experience that would provide the required knowledge and abilities; **AND**

The core competencies listed below and the ability to immediately demonstrate these competencies consistent with the position's level in the leadership series and the specific work assignment; **and**

- **Intensity:** Goes after the goal with passion; is results oriented, and gets the job done. *Key Concepts:* Risk-taker; results-oriented; and initiative driver.
- **Ethical Behavior:** Does what is right regardless of temptations and pressures to do otherwise; upholds the

public's trust; and conducts self-according to a set of principles. *Key Concepts:* Respect; trust; responsible; fair; and caring.

- **Influence:** Affects successful outcomes for the organization through the use of masterful leadership, collaboration, and a keen understanding of the organization, its goals, and the interests of all parties. *Key Concepts:* Engaged; collaborative; strategic orientation; situational awareness; organizationally savvy; inspirational; energizing-empowering; team orientation; and change agent.
- **Commitment:** Successfully builds relationships with and promotes involvement of diverse groups; considers the needs of diverse clients when developing policies and procedures related to service; works closely with diverse groups to identify and deliver services that meet their needs and the strategic objectives of the program; establishes customer service as the single purpose to which all resources are dedicated; focuses on delivering the best services possible to the public; focuses on customer needs; and is committed to public service. *Key Concepts:* Public servant; and customer service.
- **Interpersonal Skills:** Possesses and uses versatile communication styles and approaches; understands the underlying psychology of why people act as they do and changes approach to affect positive outcomes; builds rapport throughout the organization; and develops human potential. *Key Concepts:* Staff development; communication; listening; delegation; recognition; and buy-in.
- **Resiliency:** Is adaptable; takes direct action; leads by example; exhibits tenacity. This leader is ready, flexible, self-reliant, and has a reputation for finding opportunities in difficult situations. *Key Concepts:* Action-orientation; adaptability; flexibility; agility; tenacity; survivability; courage; confidence; and intuition.
- **Craftsmanship:** Rejects the "good enough for government work" attitude; takes ownership of work done and results accomplished; takes pride in delivering quality services to customers; seeks out opportunities to develop new and creative solutions and programs; imagines possibilities; defines a vision, and works to bring vision into reality. *Key Concepts:* Innovative; imaginative; inventive; pride-in-work; accountability; self-development; and self-starter.

#### **Additional Qualifications:**

- Possession of a valid California Driver License is required by the time of appointment.

Must obtain Associate Emergency Manager (**AEM**) credential within the first year of employment.

Employment in this position requires successful completion of a comprehensive **background investigation**.

#### **SUPPLEMENTAL INFORMATION**

##### **APPLICATION & SELECTION PROCESS:**

1. **Review applications and supplemental questionnaire** to determine those applicants who meet the employment standards.
2. **Computerized Competency Assessment.** Applicants will be notified by email with instructions on obtaining and taking the competency assessment. The deadline to complete competency assessment will be clearly stated in the invitation e-mailed to applicants. All applicants must complete the assessment in order to advance to the next step in the selection process.
3. **Supplemental Questionnaire Ranking:** Candidates' final score and rank on the eligibility list will be determined by their responses to the supplemental questions. The process may be eliminated if there are fewer than 11 qualified candidates.

Candidates must receive a percentage score of at least 70 on the Supplemental Questionnaire examination to be placed on an employment list. An adjustment may be made to raw scores based on factors listed in Civil Service Rule VI. Those candidates who are successful in the selection process will have their names placed on the employment list for a minimum of three months. At the time the employment list is established, all candidates will receive an email notice

of their score on the exam(s), rank on the employment list, and exact duration of the employment list.

**Prior to appointment**, the appointee must pass a post-offer medical evaluation or examination and submit written documentation of his/her legal right to work in the United States. The appointee must satisfactorily complete a probationary period.

**REASONABLE ACCOMMODATIONS:** The County of Santa Barbara is committed to providing reasonable accommodation to applicants. Qualified individuals with disabilities who need a reasonable accommodation during the application or selection process should contact the recruiter listed on the job posting. We require verification of needed accommodation from a professional source, such as a doctor or a learning institution.

**Recruiters will correspond with applicants by e-mail** during each step in the recruitment process. Applicants are reminded to **check spam filters continuously during the Recruitment & Selection Process steps** listed above to ensure they do not miss required deadlines.

**APPLICATION AND SUPPLEMENTAL QUESTIONNAIRE DEADLINE: 10/21/2016 at 5:00 PM; postmarks not accepted.** Applications and job bulletins can be obtained 24 hours a day at [www.sbcountyjobs.com](http://www.sbcountyjobs.com). Applicants may use County computers at the Workforce Resource Centers to complete online applications and assessments at the following Santa Barbara County locations:

**Workforce Resource Center in Santa Barbara**

130 East Ortega Blvd, Santa Barbara, CA  
(805) 568-1296

**Hours:** 8:00 am - 5:00 pm; Monday through Friday

**Workforce Resource Center in Santa Maria**

1410 South Broadway, Santa Maria, CA  
(805) 614-1550

**Hours:** 8:00 am - 5:00 pm; Monday through Friday

*The County of Santa Barbara respects and values a diverse workforce and strongly promotes strategies and activities to recruit, develop and retain qualified persons of varied backgrounds, lifestyles, experiences and races.*

Alexandria White, Human Resources Recruiter

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<https://www.governmentjobs.com/careers/sbcounty>

OR

1226 Anacapa Street  
Santa Barbara, CA 93101

EXAM #16-8027-16 (O)  
EMERGENCY SERVICES MANAGER  
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## Emergency Services Manager Supplemental Questionnaire

- \* 1. I acknowledge that it is my responsibility as an applicant to provide sufficient information on my application to demonstrate that my education and experience meets the employment standards (minimum qualifications) for this position as detailed in the job bulletin. I further acknowledge that if the County determines that I do not meet the employment standards there will be no opportunity for me to provide additional information regarding my application after the closing date listed on the job bulletin. Therefore, I understand that before submitting a job application, it is important that I review the job bulletin thoroughly and ensure that my application clearly reflects how my education and experience meets the employment standards at the time I submit my application.  
 I understand.
- \* 2. As part of the application process, a completed supplemental questionnaire must be submitted along with the standard application form. Resumes will be accepted, but NOT in lieu of a completed application and supplemental questionnaire.  
 I understand
- \* 3. The Human Resources Department communicates with all applicants through e-mail. **Please make sure your email address is entered correctly and it is current.** If you feel you are not receiving your emails, please check your spam or junk inbox for our emails.  
 I understand
- \* 4. All applicants must meet one of the requirements (minimum qualifications) listed below at the time you apply. It is the applicant's responsibility to provide all supporting information on their application and not on your resume. If you realize you do not meet one of the qualifications listed below or do not provide enough information on how you meet the employment standard you selected; please be aware, your application will not be accepted.
  - Possession of a bachelor's degree or higher and two years of experience directly related to the administration of an emergency services/emergency management program; or
  - Four years of administrative, technical or operational experience in an emergency services, law enforcement, military or fire field and two years of experience directly related to the administration of an emergency services/emergency management program; or
  - Six years of public safety experience (such as law enforcement, fire service, or the military), with demonstrated relevant experience and leadership experience; or
  - Equivalent combination of training, education, and experience that would provide the required knowledge and abilities.
  - None of the above – I do not meet the minimum qualifications for this position.
- \* 5. I understand my responses to the following supplemental questions will be used as a weighed, scored selection device that will determine my ranking on the employment list for this job. **Do not enter "see resume" or "see application" as raters will not have access to any information except what you enter in the box for each question.** For information on protest procedures for the supplemental questionnaire, please see Civil Service Rules 612 and 613: <http://cosb.countyofsb.org/hr/csrules.aspx>  
 I understand.
- \* 6. Below is a list of certificates and/or courses you may have taken. Please check the ones that apply to you. Verification of completion may be asked at a later date.
  - FEMA Independent Study Courses or Certificates
  - CalOES Courses or Certificate
  - 300 ICS Courses or Certificate
  - 400 ICS Courses or Certificate
  - Other ICS Courses or Certificates
  - Other directly related Courses or Certificates
  - None of the above.
- \* 7. Based on your above selection, please provide the type of certificate and date of completion. If you don't have a certificate, but have taken some of the courses, please provide the title for each of the courses associated with the above list. If you selected "other" please list those specific courses or certifications you received that are

relatable to Emergency Management.

- \* 8. Have you managed any state or federal grant programs? If no, please write in N/A. If yes, please indicate if your experience is with state and/or federal grants. Please include the length of time (years or months) and include in your response the following experience: A) Managing accounts B) Audit tracking or forms processing
- \* 9. Do you have any experience working in an Emergency Operations Center? If no, please write in N/A. If yes, please describe your working experience and your role at a local, state, or federal level. Include the agency(s) you worked for.
- \* 10. Have you gathered data or written information to be given to an official or department head for a press release and/or a press conference? If no, please write in N/A. If yes, please provide the following information: A) Describe what type of data you obtained and what format you selected to write up the information to give to the official or department head for the press. B) What type of write ups did you develop to provide to the official or department head that was giving the press release and/or a press conference? Please include if this was at the local, state, or federal level.
- \* 11. Please describe a summary of your experience in: A) Drafting policy B) Legislative or administrative documentation
- \* 12. Have you ever taken part in a response to a presidentially declared disaster? If yes, please specifically state which disaster(s) and what your specific role was.
- \* 13. Do you have an IAEM, AEM and/or CEM certification? If yes, please specify which certification(s) you hold.
- \* 14. In this position, you will be using Excel extensively and updating information regularly. Please describe in detail your level of expertise using Excel and other Microsoft products.
- \* Required Question