

Worcester County Job Opportunities

DEPARTMENT:	EMERGENCY SERVICES
JOB TITLE:	DIRECTOR OF EMERGENCY SERVICES
COMPENSATION:	NON-CLASSIFIED (\$120,000-140,000 BASED ON QUALIFICATIONS)
WORK LOCATION:	GOVERNMENT CENTER BUILDING, ONE W. MARKET ST. SNOW HILL, MD 21863
WORK SCHEDULE:	NORMAL WORK SCHEDULE IS MONDAY TO FRIDAY, 8:00 AM TO 4:30 PM.
APPLICATION PERIOD:	UNTIL FILLED

JOB SUMMARY: This individual will be responsible for all matters relating to Emergency Management, the County's 911 system, and the County's P25 800 MHz Radio Division. The Director will be appointed by the County Commissioners and report directly to the Chief Administrative Officer. In addition, this person may be appointed by the Governor to serve as the State's Emergency Management designee for Worcester County.

GENERAL REQUIREMENTS:

- Safety sensitive position requiring drug and alcohol testing
- Successfully pass pre-employment background check, psychological testing, and pre-employment physical
- Possession of a valid driver's license, and a motor vehicle history with less than 4 points (MD)
- Essential personnel subject to emergency call-back with little or no notice
- May be required to work evenings, weekends, and holidays across all shifts for special events, weather events, disasters, or to support Emergency Services team
- Possess a background that includes 911 Communications, Emergency Management, Land Mobile Radio (LMR) technology, supervision of employees, and the operations of an annual budget

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Responsible for the planning, development, organizing of services, and operational readiness of the County's Department of Emergency Services
- Plans for the operation of the County's Department of Emergency Services
- Serves as liaison to County's fire, ambulance and police departments in the provision and coordination of emergency services
- Develops and updates the Emergency Operation Plan, COOP, and other plans as they pertain to the County's emergency response activities
- Oversees and evaluates departmental responses to calls for emergency services
- Serves as the Director of Emergency Management and coordinates the operations of related tasks regarding all categories of disasters as directed in the County's Emergency Operation Plan
- Attends meetings, successfully completes assigned training classes, and other required training
- Oversees the operation of the County's Public Safety Answering Point (911) System
- Prepares and makes recommendations to the Maryland Emergency Number System's Board for upgrades to all equipment pertaining to 911 operations
- Assists the County GIS Department with maintaining the County's comprehensive address system

- Accountable for preparing, presenting and managing the department budget, grants, grant reimbursements, and other revenue sources, etc. Approves expenditures as authorized and monitors expenditures to ensure they are within budgetary guidelines
- Serves as the Custodian of Records for all court subpoenas and Freedom of Information Act Request (FOIA) regarding 911 calls
- Serves on the Worcester County Local Emergency Planning Committee
- Must be able to acquire a minimum certification of Maryland Hazmat Operations within one year of hire and become an active part of the Worcester County Special Hazards Response Team
- Within two years of hire, must become certified as a FEMA CERT instructor in order to assist Emergency Management Planner with twice yearly CERT basic training
- Manages, operates and maintains the Emergency Operations Center (EOC). Develops and maintains EOC operations and procedures; trains EOC staff in operational procedures
- Oversees the preparation and distribution of disaster preparedness materials to the citizens of the County. Educates the County to prepare for and protect themselves from the consequences of such potentially dangerous natural disasters
- Supervises all department employees and directly supervises the Deputy Director of Emergency Services, the Communications Manager, the Emergency Management Manager, and the Assistant Chief of Electronic Services
- Provides the overall direction, coordination, and evaluation of the department. Responsibilities include interviewing, hiring, training, cross training, planning, assigning, and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems in accordance with the Departments policies and procedures and the County's personnel rules and regulations
- Presents pertinent information to employees, department heads, Chief Administrative Officer and County Commissioners in private and public settings as requested
- Responds to inquiries and complaints in a supportive manner that promotes a positive resolution
- Ensures confidentiality of information and records and complies with record retention schedule
- Completes assigned tasks accurately and by established deadlines
- Establishes and maintains harmonious working relationships with co-workers, elected or appointed officials, and the public using tact, discretion, sound judgment, and professionalism
- Complies with safety programs, procedures training, fire drills, COOP plans, etc. and works safely
- Adheres to, supports, and enforces Worcester County Government Personnel Rules & Regulations
- Performs other related duties as required

QUALIFICATIONS AND SKILLS:

- Must be able to perform each essential duty, demonstrate managerial ability at a level necessary to direct the work activities of the department required
- Demonstrates the ability to prepare, present, implement, and control the department's operating budget
- Bachelor of Science degree in Communications, Emergency Management, Public Administration, or Business preferred. In lieu of a degree, a minimum of 10 years' working experience or equivalent experience in all phases of emergency services and communications as a supervisor or manager required
- 10 years of supervisory or management experience required
- Certified Emergency Manager is preferred
- Knowledge of modern principles and techniques relating to telephone, radio communication, and disaster planning
- Knowledge of principles and practices of law enforcement, fire and EMS disciplines
- Knowledge of all phases of emergency management and emergency communications

- Experience working in a PSAP preferred
- Experience working with FEMA and MEMA preferred
- Experience with creating RFPs, managing external vendors, and project management
- Required to obtain the following within one year of hire:
 - NIMS IS100
 - NIMS IS 200
 - NIMS 300/400
 - NIMS 700
 - NIMS 800
 - CJIS Security Policy 5.6, Policy area 2; Security Awareness Training
- Able to enforce regulations firmly, tactfully, and impartially, and to articulate clearly and understandably
- Able to establish and maintain harmonious and effective working relationships with staff, elected officials, other County agencies, volunteer fire companies, officials, and the public using tact, discretion, sound judgment, and professionalism
- Above average oral and written communication skills necessary to prepare reports; prepare and deliver public presentations and training; provide leadership and motivation to department employees; communicate effectively and courteously with coworkers and the public.
- Must possess a Class "C" valid Maryland Driver's License with a driving record of less than 4 points (MD).
- Must be able to complete courses required to attain the Maryland Professional Emergency Management Program Certification within 24 months of hire
- Willingness to assume responsibility and motivate others
- Self-starter that takes initiative and has a sense of urgency
- Able to perform work correctly, accurately, and consistently
- Able to compose confidential and non-confidential correspondence and maintain confidentiality
- Able to follow verbal and written instructions; keep records and logs; complete written forms accurately
- Able to apply acquired knowledge to increasingly varied and complex tasks
- Able to meet deadlines timely and follow directions
- Able to work effectively with little supervision and minimal direction
- Able to work in a fast-paced environment with interruptions
- Able to maintain the highest confidentiality of personnel related information
- Able to prepare reports, analyze data, prepare trend analysis etc. Able to create and maintain Excel spreadsheets with formulas.
- Able to define problems, collect data, establish facts, and draw valid conclusions.
- Must be computer literate in Microsoft Outlook, Word, Excel, and PowerPoint.
- Experience with CAD, RMS, Meters, ProQA, Commander Client, WEBEOC, Check Point Mobile, and New World preferred
- Experience with New World and Docuware preferred
- Experience with Microsoft Word, Excel, and PowerPoint required
- Must have a team-oriented work ethic and ability to collaborate

SAFETY ANALYSIS:

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (>75% of the time)

Work is typically performed indoors with moderate noise levels. Sedentary work; constant sitting/standing, viewing, hearing, and talking. Occasional pushing, pulling, carrying with the ability to lift up to 50 lbs. Rare to occasional work outside in all types of weather conditions associated with

emergency and disaster teams. Rare to occasional exposure to unforeseen hazards associated with emergency and disaster scenes.

Worcester County Government Benefits Information

Worcester County Government offers its employees a comprehensive benefits package, including medical, dental, and vision insurance, paid time off, holidays, retirement plans, and much more! To learn more details about our full range of benefits, please view our Benefits Guide at <https://www.jobs.worcestermd.gov>.

Paid Time Off

Full time employees can accrue up to 248 hours of paid time off in the first year of employment starting on the first full pay period. This includes up to 80 hours of vacation, up to 120 hours of sick, and up to 48 hours of personal leave. The accrual for vacation increases after 6 years and 15 years. Unused vacation and sick leave can be rolled over annually as outlined in the policy details. Full time employees are granted 14 paid holidays in calendar year 2024.

Medical Benefits

Full time employees are eligible for medical, dental, vision, flexible spending account(s), and AFLAC voluntary plans on the first day of the month after date of hire. Please visit our on-line Benefits Guide at the link above for additional details about the plans, co-pays, and premiums.

Full time employees are eligible for county paid life insurance and long-term disability insurance on the first day of the month following six months of employment.

Retirement

All employees budgeted for 500 hours, or more will automatically participate in Maryland State Retirement effective on the date of hire, if not already retired from a Maryland State Retirement system. All employees are eligible to participate in a deferred compensation plan that offers pre-tax and ROTH contribution options. The county provides a \$1 for \$1 match of employee's contributions up to a maximum of \$1,000 per fiscal year as outlined in the plan documents.

Part Time Employees

Part time employees are eligible to participate in the deferred compensation plan on the first day of the month after date of hire. Part time employees are eligible to earn 1 hour for every 30 hours worked of sick leave (up to 64 hours). Sick leave can be taken after a 106-day waiting period.

Extras for All Employees

All employees are eligible to use the Fitness Room at the Worcester County Recreation Center at no cost. All employees have access to an Employee Assistance Program that provides telephone consultations and up to 3 face-to-face visits per year. All employees are eligible for SECU credit union membership.

For more information, please view our Benefits Guide at <https://www.jobs.worcestermd.gov> or call Human Resources at 410-632-0090.