

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title: Emergency Management Program Coordinator II – IV	Working Title: Emergency Management Program Coordinator
Class Code: 6241, 6242, 6243	Salary Group: B19, B21, B23
FLSA Status: Exempt, Professional	EEO Category: Professional
Division: Executive Director	Supervisor: Director, CISRM

GENERAL DESCRIPTION

Perform complex to advanced emergency management coordination work in the Critical Infrastructure Security and Risk Management (CISRM) section. Work involves coordinating emergency management, homeland security, and public safety activities as well as providing technical assistance to program staff, governmental agencies, community organizations, and the public. Work under general to limited supervision with moderate to considerable latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS

- Assist with planning, developing, and evaluating emergency management, homeland security and public safety programs.
- Assist with the development of various reports and implementing recommended changes.
- Maintain training requirements as designated by the Texas Division of Emergency Management for responders to the State Operations Center
- Primary Responder to the State Operations Center during emergency activations, including night shift operations when required.
- Provide technical assistance to program staff, governmental agencies, community organizations, or the public.
- Coordinate responses to requests for emergency assistance and resources between utilities, the SOC, and the public.
- Coordinate incident information, threat warnings, homeland security reports, weather information, bulletins and communications.
- Conduct post-incident surveys or reviews to determine compliance with requirements, laws, regulations, policies, and procedures related to emergency management and public safety.
- Review service delivery system methods, outputs, and activities to identify gaps in resources and recommend improvements.
- Evaluate the outcomes of emergency management or public safety program initiatives and report, identifying effectiveness and recommendations for improvement.
- Research incident trends and findings relative to emergency management and public safety projects.
- Assist with developing policy and procedure manuals and implement rules and regulations for emergency management and public safety programs.
- Serve as a liaison between state agencies, local officials, volunteer group representatives, federal agency representatives, and other emergency response entities.
- Brief the Director of Critical Infrastructure Security and Risk Management, Executive Director and Commissioners during emergencies or threats to public safety or property.
- Provide presentations and training to the agency, community, and professional groups.
- Participate in the emergency exercises of local, state, and federal organizations, as well as those of industry participants.
- Attend Homeland Security Council meetings.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the PUC's mission and core values.
- Adhere to all agency personnel policies and division procedures and perform other work as assigned.

REQUIRED MINIMUM QUALIFICATIONS

- Emergency Program Management Coordinator II: Bachelor's degree from an accredited four-year college or university with major coursework in management, planning, public administration, or emergency management. Experience in a position involving utilities, emergency management, homeland security, public safety may be substituted for education on a year for year basis.
- Emergency Program Management Coordinator III: Bachelor's degree from an accredited four-year college or university with major coursework in management, planning, public administration, or emergency management **and** a minimum of one (1) year full-time experience in a position involving utilities, emergency management, homeland security, public safety. Additional experience may be substituted for education on a year for year basis.
- Emergency Program Management Coordinator IV: Bachelor's degree from an accredited four-year college or university with major coursework in management, planning, public administration, or emergency management **and** a minimum of two (2) years full-time experience in a position involving utilities, emergency management, homeland security, public safety. Additional experience may be substituted for education on a year for year basis.

PREFERRED QUALIFICATIONS

- Prior experience with a state government agency.
- Prior experience working with a utility company.
- Prior experience working with Geographical Information System (GIS) products.

KNOWLEDGE, SKILLS AND ABILITIES

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Knowledge of local, state, and federal laws related to public safety and emergency management, and of program planning, implementation, and monitoring.
- Skill in the use of personal computers and Microsoft Word and other software programs
- Ability to prioritize staff efforts to meet deadlines, often involving short time constraints.
- Ability to work independently and remotely with a minimum amount of supervision.
- Excellent customer service skills.
- Ability to attend work regularly and adhere to approved work schedule.

TELECOMMUTING ELIGIBILITY

- This position is eligible for telecommuting up to five (5) days a week but may require team members to come into the office for scheduled meetings, and there may be unscheduled requests with appropriate notice for any PUC business need.
- If approved to telecommute, must have a secure workspace with reliable Internet service, ability to maintain a reliable consistent work schedule and be available for weekly meetings and group collaboration via Microsoft Teams and other applications during regular business hours.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position primarily performs sedentary office work. It requires extensive use of computer, copiers, printers, telephone and requires communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and with the knowledge, skills and abilities; requiring the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment and requires:

- Regular and punctual attendance.
- Frequent use of personal computer, copiers, printers and telephones.

- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Occasional moving and lifting objects up to 10 pounds.