



CENTRAL COUNTY FIRE DEPARTMENT EMERGENCY MANAGEMENT PROGRAM MANAGER

Summary of Benefits: Fire Operational Support Services
FLSA: Exempt

Revised and Adopted date: 4/8/2026
Effective date: 7/13/2026

DEFINITION

To plan, organize, coordinate, implement, and maintain a comprehensive emergency management and disaster mitigation program for the City of Burlingame and Town of Hillsborough (“agencies”); develop, coordinate and implement training and exercises for agency employees; develop and maintain community-based programs for mitigating community risk; provide expert professional assistance to the agencies’ executive management staff; and perform other duties as required.

DISTINGUISHING CHARACTERISTICS

The Emergency Management Program Manager is responsible for a program area within a work unit including planning, organizing, and implementing program elements.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Fire Marshal.

Exercises direct supervision over part-time and volunteer staff.

ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives related to the Department’s Emergency Management Program; establish schedules and methods for program development, implementation, and monitoring; implement policies and procedures.
- Develop and implement Emergency Management Program activities including the joint Emergency Operations Plan (EOP), Emergency Operations Center (EOC), and Community Emergency Response Team (CERT).
- Evaluate emergency management program activities; recommend improvements and modifications; prepare various program reports.
- Prepare and conduct public outreach and education related to emergency management and preparedness including CFD Emergency Management website pages, the preparation of social media posts and campaigns, newsletters, and training announcements; provide educational presentations to the community.
- Develop and maintain plans including but not limited to Emergency Operations Plans and Annexes, Local Hazard Mitigation Plans and Annexes, Continuity of Operations Plans, Continuity of Government Plans, and Crisis Communications Plans.
- Assist with the coordination of emergency preparedness classes offered to the public, including CERT, CPR and First Aid.
- Coordinate EOC operations including the creation of Emergency Operation Center (EOC) procedure manuals and checklists, training and maintenance of response platforms, ensuring that the EOC is properly equipped, and serving as liaison with the San Mateo County Department of Emergency Management in the event of and EOC activation.

- Provide CSTI/CalOES emergency management classes for agency staff.
- Provide resources and other information as requested for EOC staff and support and provide necessary National Incident Management System (NIMS) training for agency employees.
- Collect and interpret data and prepare reports.
- Represent the Department with dignity, integrity, and the spirit of cooperation in all relations with elected officials, staff, and the public.
- Foster an environment that embraces integrity, service, inclusion, and collaboration.
- Be an integral team player which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other Department employees and the public using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Theories, principles and practices of emergency program planning, development, management techniques and training.
- National Incident Management Systems.
- Function and operation of a municipal government.
- Function and operation of an Emergency Operations Center.
- Community emergency and disaster support and assistance resources.
- Development of public education programs utilizing 5-step planning process.
- Development of community risk reduction programs utilizing methods of evaluation.
- Customer service principles and problem resolution techniques.
- Modern office practices and procedures, computer equipment and software applications related to financial accounting.
- Business letter writing and report preparation.
- Safe work practices.

Ability to:

- Organize, implement and direct Emergency Management Program activities.
- Effectively manage all aspects of the Emergency Management Program including resources, staff and budget.
- Identify resources and needs and develop means to obtain and meet them.
- Acquire a thorough knowledge of local geography and resources as they relate to the Integrated Preparedness Plan (IPP), National Response Framework (NRF), and civil defense and emergency management planning and operations.
- Develop, coordinate and train others on emergency operations plans and procedures.
- Speak professionally advocating principles of community risk reduction.
- Coordinate EOC activities, before, during and after activations.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Read, write and comprehend the English language at a level necessary for effective job

performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.

- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Department goals, objectives and activities.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a bachelor's degree from an accredited college with coursework in emergency management, public administration, business administration or a related field. Up to two years of qualified experience can be substituted for education on a year-for-year basis. NIMS/ICS coursework as outlined by the Federal Emergency Management Agency (FEMA), California Specialized Training Institute (CSTI)/CalOES is desirable.

Experience:

Three years of increasingly responsible experience in emergency management, professional level administrative/operations, preferably in a public setting, law enforcement, fire/EMS or related field; or three years of increasingly responsible experience working with community-based groups or organizations.

ENVIRONMENTAL ELEMENTS:

Work is typically performed in a typical temperature-controlled office environment subject to typical office noise and environment. Employees are subject to after hours and for emergency response.