

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

POSITION DUTY STATEMENT

BU: 2, 7, & Non-represented

EMPLOYEE	CLASS TITLE: Emergency Notification Controller	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Response Operations, Headquarters Response, Warning Center, Ops 2	POSITION NUMBER: 163-313-8116-001 10042	CBID: R07
TENURE: Limited Term	TIME BASE: FT	WORK WEEK GROUP: 2
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input type="checkbox"/> 12 Mos. <input checked="" type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
1. SUPERVISION RECEIVED: The Emergency Notification Controller (ENC) is under direction by the Program Manager I.		
2. SUPERVISION EXERCISED: N/A		
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES) Works in an office setting with artificial light and temperature control. Works on 12 hour rotating shifts (80 hours in a two-week period), with possible overtime in the event of an emergency. Overtime will also be assigned in order to maintain minimum staffing levels of the CSWC for public safety reasons. Ability to use a personal computer and telephone is essential, as majority of the work is performed in utilizing these tools.		
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): The Emergency Notification Controller will have frequent contact with various levels within the agency, other State agencies, and local jurisdictions.		
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Failure to effectively perform the duties of the position could result in providing inaccurate information to Agencies, Departments and Operational Areas could affect public safety.		
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease: When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible. Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises. Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.		

CONTINUED: EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%

While fulfilling an operational assignment it is important to understand that you are filling a specific “position” and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable):

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the direction of the Warning Center management, the Emergency Notification Controller (ENC) is responsible for a wide range of tasks including, but not limited to, receiving, coordinating and dissemination of information. The ENC conducts daily contact with all levels of federal, state and local government, business industry, and the private sector, providing the State with 24-hr warning capability. It is desirable that the ENC has the basic knowledge of computer systems operating in Microsoft Windows and Web Based Applications. Works in a team environment on shift rotations and will follow the directions of the Watch Officer to provide support to the Warning Center operations. Possess good written and verbal communication skills, exercise good judgment and flexibility, and effective time and resource management.

The Warning Center has alternate locations established outside of Headquarters premise to maintain operational support to Cal OES. In an event of an emergency that requires the Warning Center staff to evacuate the building, or during normal operations where staff will be assigned to the designated alternate work location, reports to such designated location as directed or scheduled by Warning Center management.

Percent of Time	Essential Functions
35%	<p>Utilize various digital and analog communication systems in the Warning Center to receive and disseminate information pertaining, but not limited to, incoming missiles, tsunamis, floods, earthquakes, fires, civil unrests, public safety power shutoff, and other emergency and/or disaster activities within and outside the State. Monitor feeds through various monitoring sources, conduct researches to validate emergency/disaster events, and provide such information to federal, state, county, and local government agencies. Make on-the-spot independent decisions according to the critical nature of an incident while referencing the Warning Center Standard Operating Procedures (SOP) as the basis to guide such decisions. Any decision that affects policies and procedures not annotated in the SOP must be consulted with Warning Center management.</p> <p>Promptly conducts information gathering to provide and/or assist the Watch Officer with preparation for executive summary or necessary ad hoc reports pertaining to emerging emergency/disaster incident.</p> <p>Document chronological records of all inbound/outbound radio transmissions, phone calls, faxes, and other notable events in the Warning Center phone log. Incorporate all significant events into the Warning Center's daily log.</p> <p>The incumbent may be scheduled to work from an alternate site.</p>

<p>25%</p>	<p>Receives reports on hazardous material spill incidents, document spill information in the spills database, and disseminate spill information to response agencies via facsimile and/or telephone. Maintain and update the spills table to ensure necessary contact and appropriate information are reflected.</p>
<p>15%</p>	<p>Receives and transmits National Weather Service weather messages to county, local government and state agencies. Coordinates information between the National Weather Service, state agencies, local law enforcement agencies and/or emergency management agencies.</p> <p>Processes inquiries through the Criminal Justice Information System maintained by the California Department of Justice, and through the FBI National Crime Information System, using the California Law Enforcement Telecommunications System network.</p> <p>Under the direction of Cal OES Law Enforcement, assigns Mission Control Numbers for Search and Rescue activities, Emergency Locator Transmitters, and Civil Air Patrol missions. Coordinates search and rescue activities between federal, state, local government agencies. Assists Air Force Rescue Coordination Center in locating overdue/missing aircraft within County jurisdictions. Assists the Executive Duty Officer, or designated personnel, in the assignment of State Resource Mission Numbers during disasters, emergencies or various other activities. Maintains knowledge and operating proficiency on various federal communication systems used in the Warning Center.</p>
<p>10%</p>	<p>Learn and maintains working knowledge of the communication and notification systems used to coordinate with county points, long distance telephone companies, and local vendors when circuit problems occur to troubleshoot and resolve any issues. Track progress of open trouble reports using the appropriate forms and document repair actions; tune and operate the Federal Emergency Management Agency National Automated Message System.</p> <p>Utilizing the dedicated Federal Emergency Management Agency computer system to receive and send messages daily between federal, state, and local government agencies. Operates radio and microwave systems to communicate with the state and local government personnel involved in field activities. Learn the operating characteristics of various communication systems to include the California Emergency Services Radio System; California Emergency Services Fire Network; California Law Enforcement Radio System; California Department of Forestry; California Highway Patrol; California Fish and Game Radio System.</p>
<p>10%</p>	<p>Processes special assignments to accomplish a variety of Emergency Notification Controller duties such as, but not limited to, maintaining duty officer and call out list for Cal OES Law/Fire, Regional Offices, and other internal and external state agencies. Maintains and update the 24-hour emergency point of contacts for all state agencies.</p> <p>Processes inquiries through the Criminal Justice Information System maintained by the California Department of Justice, and through the FBI National Crime Information System, using the California Law Enforcement Telecommunications System network.</p> <p>Participate in SOP rehearsal drills. Applying working knowledge of Warning Center operations to review and propose SOP revisions to enhance operational efficiencies, readiness, and effectiveness.</p>

Percent of Time	Marginal Functions
5%	Performs other related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); attendance at staff meetings; and other duties as directed by the Warning Center Supervisor or the Executive Duty Officer.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance, interaction, or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DRIVING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title