

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

POSITION DUTY STATEMENT

BU: 2, 7 & Non-Represented

EMPLOYEE	CLASS TITLE: Program Manager I (Specialist)	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Headquarters Response/Incident Management Assistance Team	POSITION NUMBER: 163-380-4924-003 (11523)	CBID: S07
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: E
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: Incident Management Assistance IMAT Team Lead	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1. SUPERVISION RECEIVED:

The Program Manager I (Specialist) Incident Management Assistance Team (IMAT) Deputy Operations Section Chief (Deputy Operations Chief) is under the general direction of the California Governor's Office of Emergency Services (Cal OES) IMAT Team Lead and may receive functional direction from the IMAT Operations Section Chief (Operations Chief).

2. SUPERVISION EXERCISED:

The Deputy Operations Chief may assist the Operations Chief in supervising the IMAT Operations Section's day-to-day functions and operational activities while deployed. The Deputy Operations Chief may also lead staff/teams in local, state, federal and other states Emergency Operations Centers (EOCs), Task Forces, or other field assignments. The IMAT is meant to augment and support field, local, state, and/or other States during emergencies or disasters.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES)

Primarily works in an office setting with artificial light and temperature control. Ability to sit in a normal seated-position for extended periods, ability to effectively manage multiple tasks and changing priorities. During an activation for emergency or disaster, may work 12 hour rotating shifts, with possible extensive excess hours. May be deployed to a potentially austere environment (Emergency Operation Centers, Field assignment, Joint Field Office, Local Assistance Center, etc.) Ability to use a personal computer and telephone is essential, as most of the work is performed utilizing these tools.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):

This position acts as agency ambassador throughout the course of work. This position requires frequent and direct contact with Cal OES personnel at the staff, management, and Executive levels; leadership and Executive management of other state agencies, local government, tribal government, federal agencies, the Federal Emergency Management Agency, members of the public, and private sector entities.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):

Failure to effectively perform the duties of the position could affect public safety and the state's response to emergencies. Consequences could be severe and would range from response inefficiencies, inaccurate information, improper resource management decisions, and/or the negative impact to health and safety of the people of California or other states. Lack of knowledge, inaccurate work, misunderstanding, and poor judgement can result in negative fiscal and public relations impacts. In the worst case, personal injury and the loss of life, property, or negative environmental impact could result from misdirected action or inaction.

6. EMERGENCY OPERATIONS – DEPLOYMENT ASSIGNMENT 100%:

During an emergency or disaster this position may deploy as an individual or part of the permanent IMAT which follows the Incident Command System (ICS) hierarchy. The IMAT is a rapid response team with dedicated staff able to deploy within a specified timeframe to support emergency operations. In the initial stages of an emergency or disaster, this team deploys to the impacted region or area within two hours of notification and arrives at the incident within 12 hours to provide support to the impacted local emergency management agency when local needs exceed what can be provided by the Cal OES Region. Depending on the need of the region or area, this team will either transition state support for ongoing local response efforts to the back to the Cal OES Region or continue to provide support until the region or area can support a transition of responsibility. This position will need to work effectively and cooperatively under stressful conditions, and work weekends and holidays with extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice. If contacted by Cal OES Executive Leadership, Assistant Director - Headquarters Response, or the California State Warning Center for activation in support of an emergency or disaster incident, members of the permanent IMAT must make contact as soon as possible.

All positions that are part of the IMAT are required to complete emergency response-related training, including both training in general response functions/structure and their specific role within the ICS, and achieve and maintain a Type I position credential. This team will participate in emergency drills, training, and exercises outside of activations. This position will coordinate with the appropriate Cal OES directorates and/or offices to ensure the broader organization vision, policies, and procedures are fully integrated into response activities and to develop appropriate paths of communication for critical information sharing during incidents.

An IMAT deployment must be approved by the Cal OES Director, Cal OES Chief Deputy Director, Cal OES Deputy Director of Response, or Assistant Director - Headquarters Response, prior to deployment.

7. JOB DESCRIPTION/GENERAL STATEMENT:

This position may assist the Operations Chief in leading, directing, and overseeing the operational components of the IMAT Operations Section's day-to-day activities and when deployed in the field. Under the general direction of the Operations Chief and/or IMAT Team Lead, this position is a subject matter expert in the Operations Section function, responsible for a wide range of tasks including, but not limited to, coordinating with local, state, and federal agencies, providing guidance and support to local agencies or other states in support of the response efforts to develop and implement strategies and tactics to achieve incident objectives.

This position is responsible for leading and developing staff roles within the Operations Section and working with internal and external stakeholders, and other state agencies to ensure continuity of preparedness, response, and recovery activities, and develop and implement strategies and tactics to ensure documents are accurate. This position is also responsible for formulating, implementing, and administering departmental policies and objectives assigned to the IMAT in support of the ICS, Standard Emergency Management System (SEMS), and Nation Incident Management System (NIMS) structure and in accordance with applicable laws, rules, regulations, policies, and procedures.

Whether deployed or in steady state, this position carries out a variety of managerial and supervisory functions including, but not limited to, supervision of personnel assigned to the Operations Section if and as directed by the Operations Chief, including implementation, monitoring, and evaluation of work products, and overall oversight to projects to assist local governments in emergency preparedness efforts, manage design of projects, including their implementation, monitoring, analysis, and evaluation.

Lead single-year and multi-year IMAT workplan development, implementation, performance monitoring, and evaluation, participate in policy level discussion, and advise the IMAT Team Lead on budget, management of budget preparation, monitoring, and analysis and personnel management.

This position is expected to be ready to deploy upon notification, adhere to all safety rules and exercise good judgment, model the way, be a fiscally responsible steward of public funds, build extensive relationships across all disciplines and jurisdictions, influence, and lead change in a learning organization, maintain composure under pressure, practice and follow the incident management models during disasters and day-to-day operations.

This position must be proficient in applicable tools, databases, and applications (i.e., Cal OES resource management, situational awareness, deployment systems, etc.)

This position functions in a demanding and changing environment which requires decision making with independence while meeting short term deadlines and managing IMAT Planning and Intelligence Section assignments. In addition, may be required to travel on short notice, work in the field or in a Joint Field Office (JFO), Area Field Office (AFO), Operational Area (OA), Cal OES Administrative Region, State Operations Center (SOC), other field organizations, and provide support as necessary to meet the Department's Vision, Mission, Values, and Goals.

Percent of Time	Essential Functions
30%	<p>Operations Section Management:</p> <p>In support of the IMAT Operations Section Chief, provides leadership and direction to the IMAT Operations Section and its operational functions within Cal OES Response Operations. This position is expected to be a subject matter expert in Operations in accordance with principles of ICS, SEMS, and NIMS, and be able to operate at any level in the SEMS structure. Basic components of Operations include, but are not limited to:</p> <ul style="list-style-type: none"> ▪ Consistent readiness for deployment, including response equipment and ability to gather critical deployment details. ▪ Ability to obtain situational information on incidents, through briefings and documentation. ▪ Effective communication and coordination across sections and stakeholders. ▪ Adoption of a proactive attitude, thinking ahead, and anticipating situations and problems before they occur. ▪ Ensure coordination between Operations Section Branches, SOC Operations Section, and Task Forces, as appropriate. ▪ Familiarity with State and Federal ESFs and associated resources, identify appropriate State or Federal ESFs to meet local requirements. ▪ Facilitate Operations Meetings (i.e., Coordination Calls, Tactics Meetings, Operational Period Briefings, and Transition Calls). ▪ Establish strategies and tactics based on management objectives, supporting immediate requests for resources, and predicting probable resource needs. ▪ Coordinate with and possess a working knowledge of all types of response agencies and disciplines, such as, fire, emergency medical services (EMS), law enforcement, search and rescue, public health, social services, public works, engineering, flood management, environmental response, and maritime response. ▪ Exercise an expert-level understanding of common disaster response operations, including evacuation, repopulation, sheltering (congregate and non-congregate),

- search and rescue, fatality management, emergency debris clearance, damage assessment, safety assessment, commodity distribution, and infrastructure restoration.
- Lead or assist in executing early-recovery operations including temporary housing, debris management, temporary critical facility construction, and Local Assistance Center and Disaster Recovery Center operations.
 - Brief local, State, and Federal executives and elected officials on disaster response operations and provide field tours with minimal operation disruption, ensuring dignitary safety at all times.
 - Develop and validate incident strategy commensurate with available resources, incident objectives, and safety considerations.
 - Develop tactical plans to ensure achievement of incident objectives.
 - Oversee the coordination of all emergency response operations through implementation of the IMAT Incident Action Plan.
 - Identify limited critical resources, preparing alternative strategies for resource management.
 - Approve and coordinate completed plans and resource requests/missions.
 - Approve mission assignments and tasks.
 - Notify appropriate personnel for resource fulfillment and information based on selected course of action.
 - Ensure operations align with the established incident priorities of the impacted jurisdiction.
 - Demonstrate familiarity and maintain a status-keeping system indicating current status of all resources and missions.
 - Provide status reports (mutual aid, resource allocation, etc.) to the IMAT Planning/Intelligence Section for inclusion in Situation Reports.
 - Provide regular section status reports to IMAT Leadership.
 - Evaluate staffing needs required to manage the section.
 - Develop organizational charts consistent with the Incident Command System detailing how response resources and agencies will be assigned to Branches, Divisions, Groups, Task Forces, and Resource Teams.
 - Complete duties as assigned, consistent with the IMAT Incident Action Plan, in a calm, cooperative, competent manner.
 - Ensure that all IMAT activity documentation is maintained, as required.
 - Ensure that fiscal and administrative requirements are coordinated through the IMAT Finance and Administration Section.
 - Debrief demobilizing personnel to identify lessons learned, critical incident stress concerns, and other items as detailed in the incident's Demobilization Plan (if established).
 - Complete and submit required forms and reports upon demobilization.

Ensures continuity of preparedness, response, and recovery activities. Responsible for developing and maintaining a full complement of procedures detailing all positions, roles, and emergency activities of the IMAT Operations Section. Develops and implements strategies and tactics to achieve the incident objectives. Organizes, assigns, and supervises all positions within the Operations Section. This includes, but is not limited to, the request for additional staffing, federal support, mission assignments to state agencies, and contracted services.

Receives direction and control from the State Operations Center (SOC) in the execution of state support. May also, if needed and requested by a local jurisdiction through the Cal OES Region, augment local EOC operations or other local emergency operations. During response and recovery operations, ensure readiness for assignment, supervise assigned personnel, manage operations to ensure completion of assigned tasks, and communicate effectively. Participates in trainings, and exercises. Completes all training to achieve and maintain the required position credential.

Ensures the IMAT Operations Section develops and maintains relationships with SOC permanent Incident Support Team (IST), understands SOC roles and responsibilities, and follows directives

	<p>from the SOC in accordance with ICS. Supports readiness, response standardization, and objectives set forth by leadership.</p> <p>Responsible to ensure that the IMAT Operations Section has adequate equipment and supplies in preparation for and during deployments. As the Operations Deputy Chief, ensures safety, accountability, and protocols are adhered to by the IMAT Section during deployments and steady state.</p> <p>Using effective communication skills, provides guidance, leadership, mentoring, and coaching to staff including planning, developing, and prioritizing assignments. Manages multiple projects in an organized manner and ensures projects are completed in a timely manner. Provides regular updates to the IMAT Team Lead on project status including any barriers/risks to completing projects. Maintains consistent project oversight through regular one-on-one and Section meetings with staff. Collaborates on cross-section meetings on an as-needed basis. Performs the most difficult or sensitive work, including internal and external stakeholder engagement.</p>
20%	<p>Continuous Improvement:</p> <p>Participates in hotwashes upon the conclusion of activations, working with the IMAT Operations Section, local EOC, and/or Cal OES Region. Prepares After Action Reports upon the conclusion of a deployment and participates in the After-Action Process.</p> <p>Implements and incorporates lessons learned and improvement plans into Standard Operating Procedures and applicable documents. Ensures procedures, checklists, and any other operational tools are revised timely and available to Section staff as applicable.</p> <p>Collaborates with staff to conduct outreach to local, state, and federal agencies to identify critical gaps and propose solutions.</p> <p>Implements solutions that are identified during a response and assists with real-time adjustments to achieve a successful outcome.</p>
20%	<p>Response Planning:</p> <p>Under the direction of the IMAT Team Lead and in coordination with the IMAT Operations Chief, maintains relationships with the Cal OES Regions, local government, and understands contemporary issues, challenges, and processes for the Operations function at all levels and disciplines.</p> <p>In coordination with Cal OES Administrative Regions, participate in local government trainings, exercises, and meetings to enhance capabilities to support locally, as well as the overall state response.</p> <p>Participate in other states and federal training and exercises.</p>
15%	<p>Stakeholder Engagement:</p> <p>Coordinates with key stakeholders to enhance communication and coordination and maintains clear lines of communication and coordination. Conducts regular meetings with key stakeholders to discuss emerging issues.</p> <p>Provides training and guidance to local, state, and federal agencies and departments on incident support capabilities and efforts.</p>
10%	<p>Daily Operations:</p> <p>Coordinates with other Cal OES Directorates. Supports daily operations to ensure familiarity with the current processes. Incorporates any changes in processes into the IMAT procedures to limit any conflicts of procedures during emergency or disaster events.</p> <p>Represent Cal OES at conferences, special events, and provide presentations.</p>
Percent of Time	Marginal Functions

5%	Performs other related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties include, but are 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.), and attendance at staff meetings.
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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"/>
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"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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