

### Class Concept

This is professional analytical work in the Emergency Management Division's 24-hour Watch which serves as the state's warning point, the central point of information gathering and dissemination regarding emergencies or disaster situations. Employees in this class are responsible for identifying emergency or disaster situations occurring throughout the state on a 24/7 basis in addition to initiating and monitoring response activities involving any state resources through interactions with federal, state, and local government; private sector partners; and others in the Operations Section. Employees in this class evaluate situations, identify applicable trends, analyze essential elements of information, and execute informed decision-making to coordinate appropriate resources for potential, current, or ongoing emergencies and disaster situations. Employees in this class participate in varied ways in response and recovery operations for emergencies as defined by NCGS 166A-19.3(6).

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Ability to interpret plans and procedures for emergency situations and apply them to the variety of incidents or events that occur.
- Ability to communicate effectively in oral and written form.
- Ability to establish and maintain effective working relationships.
- Ability to work efficiently under high pressure for extended periods.
- Ability to make time-sensitive decisions under stressful or emergency conditions.
- Ability to critically think and problem-solve.
- Ability to adapt to changing situations.
- Ability to operate a computer-aided dispatch system (CAD), radio systems, and/or similar equipment in a public safety setting.
- Ability to professionally interact with the public, with local, state, and federal government, and with private agencies under stressful conditions.
- Ability to independently prioritize work duties and tasks.
- Ability to gather and protect public safety-sensitive information.
- General knowledge of public safety operational processes.
- Skills required to successfully work as a member of a team in a close environment for extended periods.

#### Minimum Education and Experience

Associate degree from an appropriately accredited institution and two years of experience in public safety communications, or an equivalent combination of education and experience.