

Class Concept

This is professional analytical work that involves the direct supervision of a staff of Emergency Management Officers who are responsible for collection, analysis, and tracking of information during day to day and disaster situations. The supervisor has overall responsibility for staffing and management of the North Carolina State Warning Point (also known as the 24-hour Operations Center). This position reviews and updates operational guides, standard operating procedures and plans in accordance with applicable directives. This position participates in various ways in response and recovery operations for emergency as defined by NCGS 166A-19.3(6).

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of services offered by state and local agencies
- Thorough knowledge of the emergency response plans developed by the division
- Ability to interpret the plans and procedures for emergency situations and apply them to the variety of incidents that occur
- Ability to communicate effectively in oral and written form
- Ability to establish and maintain effective working relationships
- Ability to work under high pressure for extended periods of time
- Ability to solve problems
- Ability to adapt to changing situations
- Skills required to successfully work as a member of a team in a close environment for extended periods

Minimum Education and Experience

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

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.