

Class Concept

This is professional analytical work in the Emergency Management Division's 24-hour Operations Center which serves as the state's warning point in coordinating the response operations required by a variety of emergency and disaster situations that occur throughout the state. Employees in this class are responsible for assessing the reported situations, determining the response activities required by the situation, coordinating the initial resources for the response activities, and performing documentation and notification of state and federal agencies as required. Employees in this class participate in varied ways in response and recovery operations for emergency 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 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 two 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.