

**CITY OF GRAND HAVEN
JOB DESCRIPTION**

**EMERGENCY MANAGEMENT LIAISON / ADMINISTRATIVE
ASSISTANT**

RECOMMENDED: EMERGENCY MANAGEMENT LIAISON

Supervised By: Public Safety Lieutenant
Supervises: No supervisory responsibilities

Position Summary:

Under the general supervision of the Public Safety Lieutenant, serves as the City of Grand Haven Emergency Management Liaison as outlined in the City of Grand Haven/Ottawa County Emergency Support Agreement. Develops, recommends, and oversees the City's emergency contingency response efforts for natural and man-made disasters and emergencies in conjunction with the Department Management Team. Performs high level administrative duties and advanced customer service in support of department operations.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Develops emergency response plans and develops and presents emergency response training for the Public Safety department and all employees of the City.
2. Responds to the City Emergency Operations Center or other locations to coordinate and assist with response efforts during emergency situations.
3. Collects and analyzes data, trends, and other best practices regarding emergency management programs. Recommends and coordinates program modifications and development.
4. Evaluates the City's emergency management program and community preparedness. Makes recommendations and implements plans and changes to mitigate community losses and improve preparedness.
5. Represents the Public Safety Director at regularly scheduled meetings related to the emergency management program. Attends additional meetings and training as requested.
6. Coordinates the maintenance of the City's emergency sirens and reviews monthly siren test reports to ensure proper operation of siren system.
7. Researches and coordinates application for grant funding opportunities to improve emergency management operations.
8. Responds to formal requests for information, including FOIA requests. Completes research, assembles documents, and works with other departments and legal counsel as needed.

9. Develops, establishes, maintains, and manages departmental electronic and paper filing systems in accordance to established legal requirements and internal record retention policies. Develops and implements records disposal schedules according to established record retention protocol.
10. Assists customers in person or by phone or other means, addressing and resolving standard and complex problems or issues. Resolves issues independently and refers more complex situations to the appropriate party.
11. Independently identifies, plans, and provides secretarial, administrative, and clerical support for various department operations, administrative processes, and customer service needs. Recommends new processes, procedures or policies.
12. Provides routine and advanced administrative support for the department. Types, copies, enters data, sorts mail, and completes other projects as assigned. Prepares and proofs packets, reports, and other standard and complex handouts, materials, official documents or publications.
13. Monitors and orders office supplies and troubleshoots equipment for the department. Assists with the purchase, distribution, and inventory control for uniforms and duty gear for departmental staff. Prepares and processes purchase orders and invoices according to established procedures and coordinates with the Finance department as needed.
14. Coordinates special events and programs, completes research, reports and special projects as assigned.
15. Prepares standard and complex correspondence, records, documents, reports, and other related information. Proofreads critical documents as requested. Develops and maintains logs, databases, spreadsheets, and other reports.
16. Performs other related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- An associate's degree in business administration, public administration, or related field is required. A bachelor's degree is preferred.
- Three or more years of experience in office administration or related field is required, preferably in a public safety setting.
- FEMA certification and appropriate training is preferred.
- Thorough knowledge of the practices, methods, and procedures utilized emergency management.
- Knowledge of general office operations and administrative procedures and practices.
- Excellent customer service skills, including responding diplomatically to customer questions and complaints.

- Skill in grant writing and maintaining detailed and organized records and generating related reports.
- Skill in the use of office equipment and technology, including computers and a variety of related software, and the ability to master new technologies.
- Skill in preparing accurate and professional documents, records, reports, and correspondence.
- Ability to implement and effectively train on a variety of emergency management techniques, plans, and procedures.
- Ability to communicate effectively and present ideas and concepts orally and in writing, and make presentations in the public forum.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, the media, and the public.
- Ability to coordinate multiple tasks, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.
- Ability to attend meetings outside of normal business hours.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations.