

**CLASS SPECIFICATION**  
**EMERGENCY COORDINATION CENTER MANAGER**

**PAY GRADE: 61**  
**CLASS CODE: 30003554**  
**EFFECTIVE: May 12, 2021**

**CLASSIFICATION SUMMARY**

Reports to a Director, Manager or other management-level position. Under general direction, the position is responsible for activating, operating, demobilizing and deactivating the Emergency Coordination Center (ECC) and managing ECC activity. Reviews, synthesizes, and reports incident-related information. The ECC Manager directs the coordination of City-wide emergency response activities and ensures open lines of communication and collaboration with outside agencies, members of the community, and the public.

**DISTINGUISHING CHARACTERISTICS**

This standalone classification is distinguished from other classifications by the responsibility for oversight of the emergency response activities of the Emergency Coordination Center (ECC).

**ESSENTIAL FUNCTIONS**

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Oversees the activation of the ECC with the approval of the Portland Bureau of Emergency Management (PBEM) Director and in conjunction with PBEM Duty Officers. Determines required staff, including Section Chiefs, and oversees recruitment. Works with PBEM and City bureaus to ensure staffing remains appropriate throughout the duration of the emergency. Ensures ECC staff receive and maintain the appropriate training.
2. Oversees ECC operations through direction to and coordination with ECC Section Chiefs. Oversees responders through the Incident Command System to accomplish incident objectives within each operational period, until the incident is concluded.
3. Briefs the PBEM Director about incident status and ensures visibility of resource constraints, key issues or policy decisions.
4. Plans, directs and coordinates information and activities internally within ECC functions, the City and regional Joint Information System (JIC), and externally with the Regional Disaster Preparedness Council Multi-Agency Coordination entities.
5. Assesses and identifies current and anticipated resource shortages and technical support issues, and requests assistance from bureau staff liaisons or directors.

6. Ensures all documentation, reporting, and archiving is completed according to various internal and external requirements in the appropriate format, including Activity Logs and the designated crisis information management system. Ensures document retention requirements from FEMA are maintained for all work done on projects submitted for reimbursement.
7. Reviews and approves the Situation Status Report and ensures distribution to internal and external stakeholders in a timely manner. Provides and approves guidance to bureaus on appropriate response actions.
8. Directs the creation of the Emergency Action Plan in the entirety of its multiple components. Ensures bureau staff have the appropriate training and guidance to complete plan elements and that objectives are specific, measurable, achievable, realistic and time-bound.
9. Directs the implementation of key policy decisions and recommendations made by the Disaster Policy Council (DPC). Recommends frequency of DPC meetings. Identifies topics for DPC agenda, provides briefings or identifies subject matter experts to provide briefings.
10. Gathers and synthesizes incident information from local, regional, state and federal jurisdictions and agencies. Reviews and stays current with ongoing Situation Reports issued by City bureaus, government partners, and news reports and summaries.
11. Ensures that relevant information is turned into actionable intelligence for the correct stakeholders through the appropriate methods, such as Situation Status Reports, Disaster Policy Council briefings, and ongoing correspondence.
12. Determines ECC demobilization in collaboration with the Planning section and ensures the safe return of all equipment and personnel. Ensures After Action process and hand off to PBEM staff is completed.
13. Completes trainings as outlined by the Task Book.

### **SUPERVISION RECEIVED AND EXERCISED**

The work of this class is performed under general direction and oversight by a Director, Manager or other management-level position.

Directly supervises a minimum of four (4) employees. May indirectly supervise staff assigned to subordinate supervisors.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Knowledge of principles and practices of project management.
2. Knowledge of principles and practices of planning.
3. Knowledge of city, regional, state, and federal response plans.
4. Knowledge of principles and practices of program administration.
5. Knowledge of social media, online communications, and website maintenance.
6. Knowledge of City documentation and archiving requirements.
7. Skill in leading, mentoring, developing and building teams.

8. Skill in analyzing, assessing, identifying and projecting resource shortages, technical support needs and policy decision/changes.
9. Skilled in exercising independent judgment, problem-solving, and taking initiative within established procedures and guidelines.
10. Skilled in communicating clearly, logically, and persuasively, both verbally and in writing; preparing concise and comprehensive reports, correspondence, and other documents.
11. Able to work collaboratively.
12. Able to understand city documentation and archive requirements.
13. Able to report all activities and projects in timely manner.
14. Able to prioritize projects and tasks to meet city and public needs.
15. Able to respond quickly in high pressure and stressful environments.
16. Ability to learn City rules, ordinances, policies, and procedures related to area of assignment.
17. Able to analyze complex or technical issues and problems, evaluate alternatives, and recommend policies, strategies, and effective courses of action.
18. Able to utilize City-specific technology and general office software.
19. Able to collaborate with communities of color and people traditionally underrepresented in local decision-making; facilitate inclusive participation in programs and activities; communicate cross-culturally.
20. Able to analyze, interpret, explain, and apply relevant laws, regulations, ordinances, policies, and procedures.
21. Able to establish and maintain effective working relationships with Bureau/Office managers and staff, representatives of other governmental agencies, the public, and others encountered in the course of work.
22. Able to work with a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.

**MINIMUM QUALIFICATIONS REQUIRED**

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education/Training:**

Bachelor's degree from an accredited college or university with major course work in emergency management, business administration, public administration, or related field;

AND

**Experience:** Four (4) years of progressively responsible experience involving analysis, planning, organizing, and/or evaluating emergency management programs and (2) years supervisory experience. Experience working with diverse groups.

OR

Equivalent combination of training and experience.

**Preferred Qualifications:**

Management experience working for a public agency.

Advanced degree or professional certification in emergency management.

Bargaining Unit: Nonrepresented  
FLSA Status: Exempt  
HISTORY  
Revision Dates: