

**CLASS SPECIFICATION**  
**INCIDENT COMMAND MANAGER**

**PAY GRADE: GRDX0200**  
**CLASS CODE: 30003875**  
**EFFECTIVE: October 5, 2022**

**CLASSIFICATION SUMMARY**

Reports to a Director or other management-level position. Under general direction, the Incident Command Manager is responsible for managing City-wide emergency or urgent response activities related to the assigned area. Responsibilities include managing the implementation, monitoring, and reporting of all related programs and activities; planning staff work schedules, deadlines, workflow, and methods; recommending unit goals and standards; providing staff with leadership, direction, and support; mentoring for staff performance improvement; planning, organizing, directing, and evaluating the performance of the unit; and reviewing and approving vendor and professional contracts.

**DISTINGUISHING CHARACTERISTICS**

This classification is distinguished from other classifications by the responsibility for management of urgent and emergency response activities of an issue identified by elected officials, under the supervision of an Operations Director.

**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. Act as the Incident Commander to conduct the implementation of activities to address an urgent or emergency issue. Determine District Zone staff, intake structure and reporting. Brief the Operations Director on incident status and ensure visibility of key issues.
2. Direct the organizational unit in carrying out the City's vision, mission, and objectives for the assigned issue; assist in the development of strategies, policies, and initiatives to implement the strategic plan; provide financial management; administer policies, procedures, and programs. Manage the development, implementation, and evaluation of work programs, plans, processes, systems, and procedures.
3. Assess and identify current and anticipated resource shortages and technical support issues; alert and request assistance from the Operations Director.
4. Plan, direct, and coordinate information and activities within internal office or administrative structure and with City partners, and externally with Multi-Agency Coordination entities, community stakeholders, and business partners.
5. Prepare and present narrative and statistical program performance reports and

recommendations to management and executive-level positions.

6. Negotiate and manage public and private partnerships and business development opportunities.
7. Engage with the public at community meetings and holds meetings with stakeholders. Ensure inquiries are addressed.
8. Conduct analyses of unit programs and services to identify and formulate improvements and efficiencies, with a focus on opportunities internal to the office or administrative unit that arise as staffing levels and workloads change.
9. Review and analyze pertinent statutes, regulations, ordinances, and policies in terms of impact on unit and to ensure compliance.
10. Perform other related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

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

May supervises 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 regulations.
4. Knowledge of principles and practices of program administration.
5. Knowledge of City documentation and archiving requirements.
6. Skill in leading, mentoring, developing and building teams.
7. Skill in analyzing, assessing, identifying and projecting resource shortages, technical support needs and policy decision/changes.
8. Skilled in exercising independent judgment, problem-solving, and taking initiative within established procedures and guidelines.
9. Skilled in communicating clearly, logically, and persuasively, both verbally and in writing; preparing concise and comprehensive reports, correspondence, and other documents.
10. Able to work collaboratively.
11. Able to understand city documentation and archive requirements.
12. Able to report all activities and projects in timely manner.
13. Able to prioritize projects and tasks to meet city and public needs.
14. Able to respond quickly in high pressure and stressful environments.
15. Ability to learn City rules, ordinances, policies, and procedures related to area of assignment.
16. Able to analyze complex or technical issues and problems, evaluate alternatives, and recommend policies, strategies, and effective courses of action.
17. Able to utilize City-specific technology and general office software.
18. 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.

19. Able to analyze, interpret, explain, and apply relevant laws, regulations, ordinances, policies, and procedures.
20. 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.
21. 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

Established: 10/5/2022

Revision Dates: