State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 2, 7, & Non-represented

EMPLOYEE:	CLASSIFICATION: Senior Emergency Services Coordinator (SESC)	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Response Operations/ Headquarters Response/ Warning Center/ Alert & Warning Program	POSITION NUMBER: 163-313-8085-001 / 10507	CBID: R07
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE): N/A	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Program Manager I	CONFLICT OF INTEREST CATEGORY: ☒ Yes ☐ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
   The Senior Emergency Services Coordinator (SESC) is under the general direction of Program Manager I.

2. SUPERVISION EXERCISED:
   N/A

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   The SESC will work a minimum of 40 hours per week. The SESC will often work in an office setting with artificial light and temperature control. Use of a computer and telephone is essential. Sitting and standing requirements are consistent with office work and fieldwork. Proficiency in word processing on a personal computer, and possess strong writing, research, and communication skills. Ability to read and understand technical and legal documents and work in a team environment. Overtime and travel on holidays and/or weekends may be required during emergencies, and/or to attend meetings off-site.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   The SESC will have contact with all levels of California Governor's Office of Emergency Services (Cal OES) staff and executives; private consultants; Federal, State, Tribal, and Local agencies; private sector entities; community-based organizations; and military personnel/officials.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   The consequence of error for this position spans from medium to critical. For example, in the development of Alert, Warning and Notification plans the omission of a stakeholder during the plan development stage can be described as critical. During a real emergency activation or event notification, an error or omission of a critical stakeholder may result in loss of life or result in property damage and would be thus being described as "critical."

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

   May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g.,

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
Under the general direction of the Program Manager I, the SESC will act as liaison between various department and emergency management agencies, organizations, and groups on alert and warning matters, acts as approval authority for local alerting authority applications submitted to the State, and assists in the problem solving, troubleshooting and development of program policies in this area. Provides subject matter expertise on the development, revision, maintenance and implementation of emergency management plans and procedures, including the State Emergency Plan, State Warning Plan and State Emergency Alert System (EAS) Plan. Prepares legislative bill analysis for a broad range of subjects related to alert and warning and overall emergency management topics.

The incumbent will work in a team environment acting as a subject matter expert in alert and warning matters. Works closely with Cal OES management agency-wide, as well as with state, local, and federal agencies, and NGOs to ensure effective alert and warning systems are in place. Handles a range of daily tasks including coordination, communication, training, and administrative support to uphold compliance with state and federal alert and warning laws, regulations, and policies. Collaborates with the Office of Public Information to create and update public alerting systems, ensuring accuracy and timeliness of information distributed. Builds and nurtures relationships with leaders of state and federal agencies, as well as local warning centers, fostering a network that supports shared goals. Actively participates in committees, steering groups, and meetings, representing Cal OES in various forums related to alert and warning, ensuring agency positions and goals are represented. Provides training and educational resources for Cal OES employees, other agencies, and the public on alert and warning programs and techniques, empowering all participants to respond effectively. Develops and maintains the State Warning Plan, working alongside Cal OES Regions to assist local governments in creating their warning systems and plans, strengthening State preparedness at all levels. Incumbents in this role must demonstrate the ability to build rapport with various people and groups throughout the State to maintain harmonious working relationships. Incumbents should also possess strong analytical and writing skills to support the program manager in shaping and organizing long-term plans and projects. Assists in establishing goals, policies, and performance standards for the team. Position offers research opportunities to identify grants to support our continuing mission to stakeholders. Incumbents can expect a consistent schedule without shift work requirements unless deployed to an emergent event.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.	
Percent of Time	ESSENTIAL FUNCTIONS
35%	Coordinate directly with Cal OES management, state and federal agencies, and NGOs on all aspects of alert and warning. Ensure compliance with state and federal laws, regulations, and policies related to alerts and warnings. Maintain strong working relationships with leadership at state and federal agencies, as well as local (county) warning centers performing similar functions. Oversee the maintenance of the state warning plan, State Emergency Alert System (EAS) Plan, and related documentation. Support the integration of emerging technologies, including Wireless Emergency Alerts (WEA), Next Generation 911, social media, and internet-based platforms. Assist local governments, in collaboration with Cal OES Regions, in developing their warning systems and plans. Develop measurable program objectives aligned with Cal OES goals and supported by actionable plans. Assist the California State Warning Center (CSWC) Manager in integrating alert and warning technologies. Review and maintain the State Emergency Plan and the EAS Plan (or equivalent). Collaborate with Cal OES Regional staff to review and refine local plans, ensuring alignment with Cal OES standards. Prepare legislative bill analyses on alert and warning policies and broader emergency management topics.
20%	Participate in committees, steering groups, and meetings while representing Cal OES in various forums related to alert and warning. Provide training and education for Cal OES employees, other agencies, and the public on alert and warning programs and techniques. Lead, organize, and coordinate multi-agency meetings and coordination groups to discuss alert and warning issues, trends, regulations, and best practices. Develop meeting agendas, document discussions, track action items, and ensure objectives are met. Design and conduct training sessions and workshops for emergency managers and public safety personnel on alert and notification systems. Support the CSWC Manager in training CSWC staff to maintain and enhance their proficiency in alert and warning technologies, including Early Earthquake Warning (EEW) and the Integrated Public Alert and Warning System (IPAWS).
15%	Act as the State's principal contact for the implementation of the Integrated Public Alert and Warning System (IPAWS) and review local government requests for alerting authority to ensure compliance with state and federal guidance. Collaborate with Cal OES Crisis Communications to promote and share informational resources that educate the public on the benefits of maintaining Wireless Emergency Alerts (WEA) and discouraging opt-outs. Work with private, nonprofit, non-governmental, and faith-based organizations to expand outreach efforts as needed. Develop and update informational resources, including fact sheets, videos, social media content, and links to relevant public information. Conduct outreach aligned with FEMA and FCC efforts through various methods such as state and local meetings, workshops, webcasts, airtime purchases, public service announcements, and training events. Facilitate meetings and gather input from stakeholders as appropriate. Support and coordinate outreach and training events while producing professional documents for stakeholder use and publication on the website.

15%	Perform emergency management duties in alignment with Cal OES' mission and goals. Maintain emergency management certification through the California Specialized Training Institute and ensure expertise in the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS). Participate in state and local training exercises, including table-top, functional, and full-scale drills, to maintain response readiness. Assist in the development of Master Scenario Events Lists and Injects for Homeland Security exercises. Serve in an emergency management capacity to support the State Operations Center, Regional Emergency Operations Centers, Joint Field Office, or local emergency operations centers as needed.
10%	Serve as the Duty Officer for the California State Warning Center (CSWC) for seven-day rotations approximately every six weeks. When assigned to this operational role, regular duties may be temporarily suspended to focus on critical responsibilities. Ensure readiness by completing all required operational training related to emergency management, response, vehicle operation, technology, and computer systems. Participate in emergency drills, training, and exercises to maintain preparedness. Monitor and analyze emerging threats, including incidents with potential health impacts, extreme fire weather, extreme temperatures, Public Safety Power Shutoffs (PSPS), power outages, derailments, hazardous materials incidents, earthquakes, and tsunamis. Prepare, approve, and disseminate alert notifications and situation reports, ensuring timely and accurate information reaches high-level officials, Cal OES Management, and staff. Assess developing situations and recommend appropriate courses of action to the CSWC Management Team, CSWC staff, Executive Duty Officer, and Executive Branch. Coordinate and approve resource requests for state or federal assistance as directed by the Executive Duty Officer.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☐	☒
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☒	☐	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☒	☐	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☒	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
REACHING: Answering phones.	☐	☐	☒	☐	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☐	☒	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title