

EMERGENCY MANAGEMENT CENTER DUTY OFFICER

KIND OF WORK

Under general supervision, receives, transmits and documents notification of emergency/disaster situations using a variety of communication methods; evaluates emergency requests.

NATURE AND PURPOSE

An employee in this classification ensures the proper receipt and documentation of, and response to emergency/disaster notification and responds to requests for information and assistance from government officials, business and industry, and the general public. The employee must enter, retrieve and maintain emergency information on state computer systems and statewide emergency communication systems; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Receives reports of emergency/disaster situations from government officials, private industry and the general public by telephones and radios, at a single state answering point, in a professional manner.

Determines and completes applicable form(s) and maintains an accurate Duty Officer Log on a computer database and manual log, using incident classification codes and narrative.

Forwards reports to proper agencies as prescribed in notification processes.

Determines method and notifies proper state, local, federal, and private sector agencies of incidents using a variety of methods including computerized dialing system, Criminal Justice Information System (CJIS), radio, alpha-numeric pagers, e-mail or telephone.

Coordinates notifications and communications between levels of government, business officials, emergency response personnel, and other as required.

Responds to requests for emergency information and assistance so that a timely response can be made to avoid immediate danger to life/property during an emergency/disaster.

Initiates activation of the State Emergency Operation Center (EOC) so that state agency response to the emergency/disaster can be coordinated. Contacts agencies that need to send personnel to the EOC.

Activates the Division's operation plan for EOC security.

Participates in and records results of the testing of communication links with Prairie Island and Monticello Nuclear Generating Plants. Notifies appropriate officials of any malfunctions and maintains follow up log for federally required statistical information.

Monitors several warning systems including the National Warning System (NAWAS), Emergency Alert System (EAS), CJIS, Flood Forecast Warning System and EMWins.

Activates and broadcasts alerting messages, via the Emergency Alert System (EAS), so that the public can be warned of an actual or impending hazard.

Verifies, maintains and updates all contact information for state agency emergency responders and decision-makers.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Emergency responsibilities and capabilities of a large variety of government agencies and volunteer organizations.

State and federal emergency reporting requirements and the entities/organizations that are subject to those requirements.

Emergency response and accident mitigation information relative to a hazardous materials accident.

Division and state policies concerning the use of state resources and the expenditure of state funds in response to a particular emergency situation.

Techniques used in radio transmitting, receiving and emergency alerting.

Skill in:

Communicating with a wide variety of personalities.

Communicating effectively orally and in writing.

Ability to:

Correctly determine the appropriate response actions for a particular event and to prioritize the actions.

Work during occasional high stress situations.

Communicate information, including information of a technical nature, clearly.

User computer and communications equipment effectively.

Develop and maintain thorough computer records and manual files that may be used in regulatory legal action.

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Retrieve appropriate computer and manual records.

Est.: 08/28/91
Rev.:

T.C.:
Former Title(s):