



Emergency & Volunteer Services Program Manager  
City of Concord

SALARY: \$43.67 - \$60.04 Hourly  
\$7,569.47 - \$10,406.93 Monthly  
\$90,833.60 - \$124,883.20 Annually  
OPENING DATE: 04/23/19  
CLOSING DATE: 05/22/19 05:00 PM

\*\*\*OPEN & PROMOTIONAL JOB OPPORTUNITY\*\*\*

Emergency & Volunteer Services Program Manager

Do you want to be part of a forward-thinking, innovative, and dynamic team that provides high quality safety, emergency, and volunteer services? The City of Concord Police Department is currently recruiting for an Emergency & Volunteer Services Program Manager. This position oversees the planning, supervision, and evaluation of the Emergency Preparedness Unit and Volunteers in Police Service (VIPS) program. Under limited direction, the incumbent will organize and manage significant programs or projects with a high degree of visibility and impact; supervise professional, technical, and clerical staff; coordinate administrative functions; and develop procedures, programs, and methodologies.

The ideal Emergency & Volunteer Service Program Manager candidate is a strategic thinker, dynamic communicator, and creative leader. S/he works well independently with a high level of autonomy, but also enjoys working as part of a team. The ideal candidate possesses advanced multi-tasking skills, and superior customer service skills. The ideal candidate is an individual who possesses a strong interest and experience in social media platforms and current communication strategies, with a good understanding of cultural and generational differences. The ideal candidate will also be an individual who embraces, promotes, and is guided by the City's Mission, Vision and Values.

At the Concord Police Department, you'll be part of a team committed to providing exceptional customer service, upholding public interest, and being a part of the community vision. Our team brings unique skills and qualities to the table, while embracing the values of integrity, trust, partnerships, and commitment to service. We take pride in the work we do. As a Concord Police Department team member, you'll work in an environment where being innovative, collaborative, and results-oriented are the status quo. Our diversity is our strength. It's what makes the City of Concord an exciting place to work, live, and explore.

## SELECTION PROCESS

1. Submit a completed City of Concord application and the required supplemental question responses online at [www.cityofconcord.org](http://www.cityofconcord.org) by 5:00 p.m., Wednesday, May 22, 2019. Only application materials submitted online during the filing period will be accepted.

Please attach a copy of your resume when you apply online. You must complete the job application in its entirety in addition to the resume submission in order to be considered (i.e., do not indicate "see resume" on job application).

2. All qualified applications and supplemental responses will be competitively evaluated, and those candidates demonstrating the strongest qualifications for the position will be invited to participate in a panel interview, which has been scheduled for Tuesday, June 4, 2019. If you are selected to participate in the panel interview and are unavailable, we regret that we will not be able to reschedule you.

3. Candidates that pass the panel interview will be placed on the hiring list, based on rank, for further consideration to fill the current regular vacancy, as well as others occurring over the next 12 months.

**IMPORTANT:** Contact with candidates will primarily be via email. Make sure you list a current email that you check regularly on your application.

## PROGRAM MANAGER

Allocation Factors/Distinctions  
Managerial classification.

### Purpose

Under limited direction, a Program Manager organizes and manages significant programs or projects with a high degree of visibility and impact; supervises professional, technical and clerical staff; coordinates administrative functions; develops procedures, programs and methodologies; performs related work and other duties as assigned, all within the context of the City's Mission, Vision and Values of providing responsive, cost effective and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

### Supervisory Guidance Received/Given

Limited direction is provided by a Department Head or Division Manager.

### Working Conditions

Work is conducted primarily in an office setting. Conditions may involve attendance at meetings held during the workday and in the evenings. Also includes irregular hours as necessary to meet deadlines and achieve objectives.

### Equipment, Methods & Guidelines

Uses federal, state and city laws, regulations, policies and procedures, City vehicles, telephones, calculators, computers, and a variety of computer programs.

### Physical Demands

The work emphasizes speech, hearing, vision and stamina associated with attendance at evening meetings following a normal workday.

### Distinguishing Characteristics

This management level classification may be populated with multiple incumbents who exercise a broad range of authority over complex programs critical to a Department's mission.

Responsibilities require work beyond typical program or project management work. Incumbents must exercise substantial innovation and leadership in developing and managing programs or projects. (Specific departmental/program job duties and qualifications are detailed in the classification specification supplemental).

### EXAMPLES OF DUTIES INCLUDE, BUT ARE NOT LIMITED TO:

1. Organizes, coordinates and manages one or more significant projects or programs; coordinates administrative functions including budget preparation, financial management, contract administration and personnel administration for the program.
2. Develops procedures and methodologies within compliance requirements; interprets and applies existing policies to actual situations; coordinates development of work plans, selects and supervises staff; meets with staff to identify and resolve problems, assigns work activities; evaluates work product; and provides staff guidance and administrative supervision as required.
3. Serves as principal contact for the program/project; confers with Department Heads, Division Managers, members of professional staff and other officials concerning programs, regulations, procedures, policies, etc.; represents the Department in a variety of meetings involving program coordination or regulatory requirements; may serve on Commissions or non-profit boards as part of program service delivery.
4. Develops and maintains informational and statistical reports regarding program performance, goal attainment and service levels; conducts customer service audits and delivers customer service training.
5. Works with vendors and suppliers; writes RFP/RFQs, contracts and grant applications; negotiates terms, conditions and performance standards.
6. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City.
7. Performs other duties as required.

### Classification Specification Supplemental

#### EMERGENCY & VOLUNTEER SERVICES

#### EXAMPLE OF DUTIES MAY INCLUDE, BUT ARE NOT LIMITED TO:

1. Coordination of all aspects of the Concord Volunteer In Police Service program. This involves recruitment, screening, orientation and training of volunteers.
2. Prioritize service needs and develop new volunteer programs or changing existing ones through research of existing services in the police department, the city and community. Develops, maintains and compiles statistics for reports monthly and annually.
3. Coordination of all aspects of the City of Concord's Emergency Preparedness Unit including specific emergency service volunteer programs under the direction of the Citizen Corp Council,

which include but are not limited to; Community Emergency Response Team (CERT), Concord Auxiliary Radio Emergency Service (CARES).

4. Develop and implementation of the City's emergency preparedness strategic plan, individual departmental emergency plans, mitigation, response and recovery procedures.
5. Perform long and short range planning for response and recovery needs during emergency situations; direct and participate in the development of long and short-term goals and objectives; develop, recommend and direct the implementation of policy and procedures for operations and functions within the Emergency Services Unit.
6. Assist in the preparation, development and administration of the annual budget for the Emergency Services Unit and Volunteer In Police Service program; manage unit fiscal operations including federal and state grant reimbursement programs.
7. Monitor and interpret legislation pertaining to emergency services program administration. Prepare and analyze complex reports; establish and direct a record maintenance system.
8. Negotiate and prepare contracts for professional service and grant funded programs; administer grant programs and professional service contracts; develop and monitor required procedures.
9. Recruit departmental emergency operation staffing, classification and training, for employees and volunteers.
10. Coordinate the development and implementation of computer systems and applications for the Emergency Services Division.
11. Maintain positive work relationships with partner agencies including government, non-government, community organizations, co-workers, businesses, citizens and other City departments. Determine, analyze and solve emergency service problems; work extended hours in stressful circumstances.
12. Plan and develop comprehensive homeland security and emergency service programs to meet the needs of the City; provide leadership and direction to staff; assess, develop and administer appropriate organizational and staffing structures for the operation of an emergency operation center.
13. Assist in the coordination of the overall management of the City's Emergency Operation Center during a disaster. Direct and participate in public information projects for the emergency services program; serve as the public information officer when needed, in disaster situations that necessitate the full or partial operation of the City's Emergency Operation Center.

#### QUALIFICATIONS:

##### Knowledge, Skills and Abilities

Knowledge of principles and practices of public administration, including governmental finance, budgeting, personnel administration, procurement methods; methods and practices of modern office management; advanced principles and practices of research, analysis and technical report writing; functions and missions of publicly appointed Boards or Commissions; principles and practices of supervision; advanced principles and practices of project/program development, management and administration; principles and practices of supervision and training.

Skilled in collecting and analyzing large volumes of data and reaching a conclusion supported by the research; building a consensus among parties with competing or conflicting interests; supervising and motivating employees and generating department-wide cooperation in support of strategic goals and plans; use of computers, computer applications and software.

Ability to prepare technical or analytical reports; interpret and apply regulatory practices, rules and policies to actual situations; present ideas effectively, orally and in writing; establish and maintain effective working relationships with people of diverse backgrounds; meet deadlines in a highly political environment; effectively plan, develop and implement a comprehensive program with a broad scope and high degree of complexity; manage highly complex subject matter; make program or project changes based on analysis of results, new legislation or departmental changes; exercise administrative supervision and direction over professional, technical and clerical staff.

#### Education/Experience

Any combination equivalent to experience and education that would likely provide the relevant knowledge and abilities would be qualifying. Generally, this will require:

Education: Possession of a Bachelor's degree in business, public relations, administration or a closely related field is required.

Experience: Five years of progressively responsible experience in management, finance, project management or administration including experience supervising the work of professional staff and outside service providers. Four years of direct experience in emergency services or related field.

#### OTHER:

Other: A California Driver's License and a satisfactory driving record are conditions of initial and continued employment.

For more information or to apply, please visit: <https://apptrkr.com/1447061>

The City of Concord is an Equal Opportunity/Veteran's Preference Employer.

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