

**Emergency Services, #69150**  
**Occupational Family: Public Safety**  
**Pay Band Range: 3 - 7**

**Concept of Work**

This Career Group provides career tracks for **emergency management**, **firefighting**, and other **public safety** employees performing emergency preparedness, response, recovery, or risk mitigation responsibilities associated with natural and man-made emergencies and disasters. Employee assignments range from entry level to executive management.

**Roles Comprising This Group**

These roles describe the collective characteristics of the work performed by employees in the **Emergency Services** Career Group. Each role represents a different level of work, or career progression.

The roles provide typical career paths for employees who pursue careers such as **dispatchers**, **firefighters**, **communication technicians**, **emergency management specialists**, or **emergency managers**. Each of these career paths requires work-related knowledge, skills, and abilities that may not naturally lead to other paths for career progression. Career paths may exist within a single role, or extend to other roles in this Career Group or to roles in other occupationally related Career Groups.

<b>PAY BAND</b>	<b>PRACTITIONER ROLES</b>	<b>ROLE CODE</b>	<b>MANAGEMENT ROLES</b>	<b>ROLE CODE</b>
<b>3</b>	<b>Emergency Coordinator I</b>	<b>69151</b>		
<b>4</b>	<b>Emergency Coordinator II</b>	<b>69152</b>		
<b>5</b>	<b>Emergency Coordinator III</b>	<b>69153</b>	<b>Emergency Manager I</b>	<b>69154</b>
<b>6</b>			<b>Emergency Manager II</b>	<b>69155</b>
<b>7</b>			<b>Emergency Manager III</b>	<b>69156</b>

**Role Descriptions**

These roles are distinguished by the Compensable Factors of Complexity, Results, and Accountability. The Compensable Factors should be used for position classification and compensation analysis. Position recruitment and selection standards must be based on the knowledge, skills, and abilities indicated in the Employee Work Profile.

<b>Emergency Coordinator I</b>	<b>Code: 69151</b>	<b>Pay Band: 3</b>	<b>SOC: 43-2099* and 43-5031*</b>
--------------------------------	--------------------	--------------------	---------------------------------------

The **Emergency Coordinator I** role provides career tracks for **dispatchers** or **communication technicians** who perform a variety of communications and operational duties in support of public safety, security, and law enforcement operations ranging from entry level to journey level. Employees function in communications or operation centers and in the field at incidents.

### Emergency Coordinator I

<p><b>COMPLEXITY</b></p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> <li>• Performs work ranging from routine to moderate difficulty independently analyzing, responding to, and prioritizing life and death emergency and non-emergency calls. Duties require good judgment during highly stressful situations in order to determine how to proceed, what resources to commit, or other related decisions.</li> <li>• Responsible for precise recordkeeping, and may also provide administrative support by collecting, organizing, and entering a variety of data into, and retrieving it from, computerized data systems.</li> <li>• May operate or train others to operate communications equipment or specialized vehicles; and may process information related to law enforcement, emergency services, and emergency management activities.</li> <li>• Ability to apply communications policies and practices and skill in the operation of communications equipment and computer data systems. May require a valid driver's license.</li> <li>• Work requires frequent contacts with the public, a variety of public safety personnel, and the media in order to coordinate emergencies.</li> </ul>
<p><b>RESULTS</b></p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> <li>• Those in need of assistance are promptly linked to those who render assistance.</li> <li>• Errors could inhibit efforts to save life or limit destruction of property or environmental damage.</li> <li>• Consequence of error in extreme cases could result in severe embarrassment to the state or to the agency.</li> </ul>
<p><b>ACCOUNTABILITY</b></p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> <li>• Routinely receives requests for assistance and, as needed, commits workers and resources in highly stressful environments according to guidelines and procedures.</li> <li>• Exercises judgment that may result in decisions to send workers into dangerous situations.</li> </ul>

<b>Emergency Coordinator II</b>	<b>Code: 69152</b>	<b>Pay Band: 4</b>	<b>SOC: 13-1061*, 33-2011*, 43-2099* and 43-5031*</b>
---------------------------------	--------------------	--------------------	---

The **Emergency Coordinator II** role is provides career tracks for **dispatchers** and **communication technicians** whose responsibilities range from advanced level of lead workers to supervisors. This role also provides career tracks for **emergency management specialists (planning, operations, mitigation, or recovery)** with responsibilities that range from entry level to advanced level and include handling sensitive or dangerous cases; collecting and organizing data to develop plans; or delineating and directing resources to facilitate a given level of response to or recovery from emergency and disaster situations. The role also provides career tracks for **firefighters** with responsibilities that range from trainee to advanced level and include combating fires that have dangerous or explosive potential and using technical and specialized equipment.

### Emergency Coordinator II

<p><b>COMPLEXITY</b></p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> <li>• Positions apply planning, management, and technology in order to anticipate, respond to, or recover from emergencies, ensuring that safety guidelines and regulations are followed.</li> <li>• Knowledge of communications, or emergency service, or firefighting principles, practices, procedures, and techniques and of related specialized equipment. Knowledge of geographic areas and resources available may also be required.</li> <li>• Skill in the use of fire, rescue, communications, or other emergency service equipment.</li> <li>• Ability to think through emerging crises quickly; to make independent decisions regarding the commitment of resources; to implement programs; to collect and organize data to facilitate overall crises operations; or to apply first aid, CPR, or rescue techniques; or to provide leadership, supervision, or training to employees. Creative planning ability may be expected at this level.</li> <li>• Contacts include a broad range of officials at various levels of government and the private sector.</li> </ul>
<p><b>RESULTS</b></p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> <li>• Planning results would be documented methods of response including projected resources and times.</li> <li>• Supervisory results would be measurable by performance of subordinate staff in meeting goals and objectives.</li> <li>• Emergency operations results would be measurable by the outcome of the situation.</li> <li>• Impact of services ranges from individuals to large</li> </ul>

	<p>populations.</p> <ul style="list-style-type: none"> <li>• Consequence of error may include loss of life, property damage, environmental damage, and loss of natural resources. Severe embarrassment is possible to the state or state agencies.</li> </ul>
<p><b>ACCOUNTABILITY</b></p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> <li>• Responsible for directing the use of resources or for planning the use of large blocks of resources into dangerous circumstances.</li> <li>• Must have excellent judgment in highly stressful situations or may use analytical ability to determine the commitment of resources.</li> <li>• Independent judgment in responding to emergencies</li> <li>• May lead or supervise other staff.</li> </ul>

These two roles provide career tracks for **expert emergency coordinators** and **first-level emergency managers**.

<b>Emergency Coordinator III</b>	<b>Code: 69153</b>	<b>Pay Band: 5</b>	<b>SOC: 13-1061*</b>
<b>Emergency Manager I</b>	<b>Code: 69154</b>	<b>Pay Band: 5</b>	<b>SOC: 11-9161*</b>

The **Emergency Coordinator III** role provides career tracks for **experts** in the mitigation, preparedness, response, or recovery phases of emergency management or related firefighting or public safety operations. Positions are expertise leaders, team leaders or supervisors of a functional or geographic program to conduct emergency response, recovery or rescue operations; assess hazards and develop mitigation or prevention strategies; develop and evaluate emergency management or fire suppression plans; test, implement, modify and maintain emergency systems and equipment; respond to requests for emergency assistance and information; supervise assigned staff and resources; provide related job training; or provide guidance to staff responsible for determining emergency response requirements, the priority of a situation, and the dispatch of emergency response units.

### Emergency Coordinator III

<p><b>COMPLEXITY</b></p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> <li>• The work involves control of unit or program priorities and operations, the consistent application of best practices, approval of budget or grant expenditures, review or preparation of detailed reports or work procedures, responding to or approving requests for assistance, or providing expert testimony or consulting services. Some positions analyze and enter accident scenes to extinguish fires or control a release of hazardous materials and to eliminate threats to life and property.</li> <li>• Applies a considerable knowledge of program principles and practices allowing an incumbent to resolve unusual</li> </ul>
--	--

	<p>problems during emergency conditions, to perform effectively during unique work situations, to conduct on-the-job training or formal classroom instruction, or to serve as a subject-matter expert.</p> <ul style="list-style-type: none"> <li>• Frequent contacts with managing officials in local governments, state and federal agencies, as well as businesses, voluntary organizations and other private entities in order to provide emergency planning and problem solving services; or with law enforcement or security officials to assist with investigations or respond to requests for assistance.</li> </ul>
<p><b>RESULTS</b></p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> <li>• Work affects the efficient design and operation of programs and systems that enable the department and cooperating governmental agencies and private entities to prepare for, respond to, and recover from natural and man-made emergencies and to meet federal, state and local planning and regulation requirements.</li> <li>• Improper performance of duty could result in serious harm to persons, property and staff; delay the timely restoration of essential services; or impair the social and economic recovery of localities. Major costs to the agency in time, money, services and goodwill would be incurred.</li> <li>• Results are measured by the degree to which programs effectively reduce future damage from, establish readiness for, respond to or facilitate recovery from emergency conditions.</li> </ul>
<p><b>ACCOUNTABILITY</b></p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> <li>• Coordinates or supervises the programs of a major unit within a division or geographic area, exercising immediate independent judgment and decision-making regarding program operations, the supervision of staff and resources, or the best means of saving lives and property.</li> <li>• Decisions often require a high degree of concentration in order to plan and coordinate the roles of various cooperating organizations and private entities, to assess ambiguous or complex issues during emergency conditions, or to provide guidance, training and leadership in emergency management phases or functions.</li> </ul>

The **Emergency Manager I** role provides career tracks for **managers** who direct emergency and disaster management programs for preparedness, response, recovery or mitigation in accordance with local, state and federal planning or regulation requirements. Responsibilities typically include managing major functional areas, such as fire fighting for state level crisis operations during emergencies and disasters.

### Emergency Manager I

<p><b>COMPLEXITY</b></p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> <li>• Performs managerial and technical work ranging from moderate to considerable difficulty.</li> <li>• Responsibilities range from budget planning, developing work plans and schedules, and supervising a major area or program within an agency division to directing all activities within a major operating division. Interprets federal and state requirements, coordinates activities and provides guidance among all levels of government. May serve as subject matter experts in providing information, guidance, direction, advice, and response to a wide variety of clients. Individuals may be required to make entry into hazardous environments for the purpose of assessment or mitigation.</li> <li>• Applies knowledge of types of emergency services required in connection with natural and man-made disasters and the technical and administrative details associated with the services.</li> <li>• NFPA/VA SCBA, Fire Fighter III, Fire Instructor III and Hazardous Material Specialist III certification may be required.</li> <li>• Ability to direct planning, safety, and field operation activities to include prioritization of key tasks resulting from assessments and knowledge of plans to be executed.</li> <li>• Frequent internal and external contacts among all levels of government and the private sector.</li> </ul>
<p><b>RESULTS</b></p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> <li>• Results are measured by the successful handling of emergency/disaster situations and also include the public perception of living in a relatively safe environment.</li> <li>• Miscalculations can contribute to severe results including loss of life, environmental contamination, and property damage or degradation.</li> <li>• Some risk cannot be eliminated at this level although risk can be minimized.</li> <li>• Severe embarrassment to agencies or to the Governor is possible.</li> </ul>
<p><b>ACCOUNTABILITY</b></p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> <li>• Authority for managing the resources ranging from a major areas, programs, or hazardous situations within an agency to directing all activities within major operating division.</li> <li>• May decide an independent course of action and/or may direct others in handling hazardous operations.</li> </ul>

<b>Emergency Manager II</b>	<b>Code: 69155</b>	<b>Pay Band: 6</b>	<b>SOC: 11-9161*</b>
-----------------------------	--------------------	--------------------	----------------------

The **Emergency Manager II** role provides career tracks for **managers** that are operations and planning directors charged with the control of large groups of assets and resources directed toward a particular program area of Emergency Services. Responsibilities include supervising major functional areas for state level crisis operations during major emergencies or disasters; for statewide planning, recovery, or mitigation programs; or for major mine safety and accident response operations.

### Emergency Manager II

<p><b>COMPLEXITY</b></p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> <li>• Assesses public exposure in the state and nation in order to develop plans and acquire assets and resources to address issues dealing with natural catastrophes or domestic violence, errors and products of industrial operations, wars, or other emergencies.</li> <li>• A considerable knowledge of emergency service programs and practices.</li> <li>• Skill in situational analysis and proficiency in planning and operations is required at this level.</li> <li>• The ability to manage large organizational units.</li> <li>• The scope of work extends to the safety of the general public.</li> </ul>
<p><b>RESULTS</b></p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> <li>• Effective management of major organizational units that provide responsive emergency services.</li> <li>• The consequence of error at this level could contribute to major loss of life property and natural resources, if decisions are not appropriate.</li> <li>• This level of planning and management of resources is situational in that if no disasters occur, resources may be considered wasteful. If a major disaster occurs, there may not be adequate resources to handle it. Planning to maximize services and minimize errors is paramount.</li> </ul>
<p><b>ACCOUNTABILITY</b></p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> <li>• Responsible for the authority to accumulate and reserve resources.</li> <li>• Must have excellent judgment in the planning and evaluation of resources.</li> <li>• Needs persuasive ability in order to receive commitment of others to risk their safety in achieving the agency mission.</li> </ul>

<b>Emergency Manager III</b>	<b>Code: 69156</b>	<b>Pay Band: 7</b>	<b>SOC: 11-9161*</b>
------------------------------	--------------------	--------------------	----------------------

The **Emergency Manager III** role provides career tracks for the executive level **managers** acting as a deputy or an assistant to the agency head. Policy is defined at this level and interaction with the Governor’s Secretaries or Executive Assistants is routine. Interaction with other agency leadership is also the norm. Global planning and operational ability and skilled, diplomatic leadership ability is expected.

**Emergency Manager III**

<p><b>COMPLEXITY</b></p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> <li>• Implement the Governor’s programs and interpret the laws and regulations related to the agency mission.</li> <li>• Applies general knowledge of all agency programs.</li> <li>• The scope of decision making at this level may determine the survival of the agency and directly impact the public safety.</li> </ul>
<p><b>RESULTS</b></p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> <li>• Results are measured by the achievement of the goals of the agency as related to the mission of the agency.</li> <li>• Errors occurring at this level could have a severe impact on the safety of the public.</li> <li>• Delivery of expected service will reduce and in some cases prevent public catastrophe.</li> </ul>
<p><b>ACCOUNTABILITY</b></p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> <li>• Responsible for the control of most of the resources of the agency and may assume control of external resources on occasion.</li> <li>• Accountable to the chief executive of the agency and may report on some projects and issues to the Governor’s Secretary of Public Safety and Homeland Security.</li> <li>• Decisions are made independently and impact major programs of the agency.</li> </ul>

**\*Statistical Reporting**

This Career Group includes, but is not limited to, the following Standard Occupational Classifications:

- 11-9161      Emergency Management Directors
- 13-1061      Emergency Management Specialists
- 33-1021      First Line Supervisors/Managers of Fire Fighting and Prevention Workers
- 33-2011      Firefighters
- 43-2099      Communications Equipment Operators, All Other
- 43-5031      Police, Fire, and Ambulance Dispatchers

New Effective Date: 08/16/2014

**History**

This Career Group Description is a merger of Emergency Coordinators Career Group with the Airfield Fire Fighters Career Group, effective 11/01/01. The 08/16/2014 update incorporates further development of the Emergency Coordinator III job role and includes definitions of the Compensable Factors: Complexity, Results, and Accountability.

**Emergency Coordinator I**

<b>CLASS CODE</b>	<b>CLASS TITLE</b>	<b>GRADE</b>
76151	Dispatcher/Police	6
75051	Emergency Services Communications Technician	8

**Emergency Coordinator II**

<b>CLASS CODE</b>	<b>CLASS TITLE</b>	<b>GRADE</b>
76152	Dispatcher/State Police	9
76153	Dispatcher Senior/State Police	10
75052	Emergency Services Communications Technician Supervisor	10
75091	Emergency Services Preparation/Recovery Specialist	11
75121	Emergency Services Planner	11
75131	Airfield Fire Fighter	11

**Emergency Coordinator III**

<b>CLASS CODE</b>	<b>CLASS TITLE</b>	<b>GRADE</b>
75132	Airfield Fire Fighters/Crew Chief	12
75081	Emergency Services Hazardous Materials Specialist	12
75013	Emergency Services Regional Coordinator	12
75112	Emergency Services Public Assistance Officer	12

75082	Emergency Services Hazardous Materials Supervisor	13
75122	Emergency Services Planning Supervisor	13
75101	Emergency Services Operations Supervisor	13

### Emergency Manager I

CLASS CODE	CLASS TITLE	GRADE
75141	Airfield Fire Officer/Assistant Chief	13
75142	Airfield Fire Officer/Deputy Chief	14
75083	Emergency Services Hazardous Materials Manager	14
75123	Emergency Services Planning Assistant Director	14

### Emergency Manager II

CLASS CODE	CLASS TITLE	GRADE
75102	Emergency Services Operations Director	15
75124	Emergency Services Planning Director	15
75103	Emergency Services Operations Director Senior	16

### Emergency Manager III

CLASS CODE	CLASS TITLE	GRADE
75151	Emergency Services Deputy Coordinator	18