

EMERGENCY RESPONSE AND SAFETY ANALYST

JOB DESCRIPTION

The Emergency Response and Safety Analyst manages San Francisco Bay Ferry's emergency water transit planning and training activities. The agency is empowered to coordinate and provide emergency water transit in the event that a major incident requires it. This position is responsible for maintaining and preparing for implementation of the agency's Emergency Operations Plan and Emergency Operations Manual; planning and executing staff training and emergency response exercises; coordinating with public agencies, consultants, and marine operators in service of the agency's emergency response mission; and participating in local, regional, and state emergency response planning efforts. The position will also support promoting and enhancing safety and security on the agency's overall water transit operations, including analytical and strategic work on improving ferry service; assessing customer experience metrics including on-time performance and service reliability; assisting with the operating budget; and other tasks as assigned. An estimated 50% of the position's time will be devoted to emergency response.

CLASS CHARACTERISTICS

This is an analyst class position that reports to the Director of Operations and Customer Experience. Most work will occur in an office environment, with some occasional field work on the ferries and in the community.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Manages and maintains WETA's Emergency Response Plan
 - Coordinates plan maintenance and implementation with federal, state, regional, and local partners
 - Develops new and creative approaches to partnerships and plan management
 - Works with WETA management and staff on program options and feasibility
 - Implements action items and projects
 - Updates plan on an annual basis
 - Prepares and disseminates public information
 - Prepares and submits required reports
- Design, plan, execute and analyze staff exercises to assess and improve emergency response capabilities
- Develop and deliver training on emergency management topics as needed
- Coordinate with partners including the California Office of Emergency Services (CalOES), U.S. Coast Guard, Metropolitan Transportation Commission (MTC), other transit operators, private and public vessel operators, first responders, maritime facility partners and other interested parties

- Represent the agency in incidents or major response activations
- Participate in regional emergency response trainings, exercises, and meetings
- Facilitates and supports emergency and disaster operations provided in an emergency operations center (EOC) format
 - Participates in development and maintenance of an Emergency Operations Center that is available, secure and usable by developing appropriate procedures for its operation
 - Ensures EOC is appropriately stocked, equipped and maintained
 - Coordinates potential use of a web-based EOC
 - Schedules regular testing procedures to ensure operation efficiency
- Collaborate with contractors and consultants in maintaining the safety and security of the terminals and vessels
- Manage emergency operations communications equipment and supplies
- Track developments in waterfront security, emergency response, emergency coordination, transit security, and related fields
- Analyze customer experience, ferry operations, budget tracking, and related metrics and produce reports organizing information for internal and external stakeholders
- Assist ferry operations staff as needed
- Assists with the agency's mandate to coordinate the waterborne transit response to a regional emergency consistent with the principles, concepts and procedures contained in the WETA Emergency Response Plan and the Emergency Operations Plan
 - This may include such activities as participation in emergency response drills and exercises and work to support the operation of the agency's Emergency Operations Center when activated
- Report to the Board of Directors on relevant programs, issues, and topics
- Performs other duties as assigned

QUALIFICATIONS

Knowledge of:

- Knowledge of principles, practices, and techniques related to the provision of emergency management services.
- Knowledge of the laws, regulations, and requirements governing emergency management practices.
- Emergency planning practices, including familiarity of the National Incident Management System (NIMS), Incident Command System (ICS), standardized emergency management system (SEMS).
- Organization and operations of local, State, and Federal disaster assistance programs.
- Public transit safety and security regulations and protocols

Ability to:

- Communicate effectively, both orally and in writing.
- Exercise good, professional judgment in interactions with the public and agency staff.
- Work under stress under short timelines with unexpected last-minute changes.
- Effectively manage and organize work, adjusting priorities to meet agency needs, and demands.
- Work collaboratively with interdisciplinary groups to develop and implement emergency responses and operations plans and materials to support agency work.
- Work with diverse groups and individuals inside and outside of the agency.

- Manage consultant contracts.
- Establish and maintain effective working relationships with all levels of representatives from governmental and private agencies, co-workers, and the public.
- Work independently.
- Use personal computers and applicable software including MS Office (Outlook, Word, Excel, and PowerPoint), Adobe Photoshop and other standard marketing software.

Education and Experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in emergency management, crisis and disaster management, environmental health and safety, or related field.

Experience:

Two (2) years working in a professional role related to emergency management, emergency preparedness, disaster response, or emergency planning.

License(s) and Certificate(s):

Completion of Incident Command System 100, 200, 300, 400, 700, and 800 training is highly desirable.

PHYSICAL DEMANDS

Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting or standing for long period of time; occasional climbing, crawling, bending, stooping, or squatting. (2) Lifting/Pushing/Pulling: Frequently up to 10 pounds; occasionally up to 50 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise. May be required to wear protective clothing, safety glasses, safety shoes and hardhat.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.