

**American Red Cross
Greater Los Angeles Chapter**

Job Description

Position Title: Operations Manager, Emergency and Disaster Response

Department: Emergency and Disaster Response

Reports To: Director, Emergency and Disaster Response

FLSA: Non-Exempt

I) Position Summary

The Operations Manager for the Emergency and Disaster Response Department has the overall responsibility for coordinating, organizing, directing and controlling all functions relating to emergency and disaster services response. Oversees all programs and staff assigned to the Operations Section.

- A. Has primary responsibility for local emergency and Disaster Services preparedness and response.
- B. Responsible for working closely with internal customers including other sections of the Emergency and Disaster Response Department to ensure that their programs are coordinating with and supporting the mission of the Operations Section.
- C. Through subordinate staff, manages and ensures the quality and success of the Greater Los Angeles Chapter's Disaster Services Mass Care program and functions.
- D. Through subordinate staff, manages and ensures the quality and success of the Greater Los Angeles Chapter's Client Casework program.
- E. Through subordinate staff, manages and ensures the quality and success of the Greater Los Angeles Chapter's Health and Mental Health Services program and functions.
- F. Through subordinate staff, manages and ensures the quality and success of the Greater Los Angeles Chapter's Family Linking and International Program.

II) Major Responsibilities

- A. Manages and administers the Department's Emergency Operations Program.

1. Collects, establishes, maintains and publishes the monthly Duty Rosters of volunteer personnel and DAT Team members available for response.
2. Serves as the primary liaison with the Chapter's call center.
3. Reviews and takes appropriate action on quality assurance issues identified by the DAT/QI Committee relating to call center performance or operational issues.
4. Has primary responsibility for maintaining the Chapter's primary and backup EOC's in a constant state of readiness.
5. Manages the Chapter's Disaster Service Budget and 5 year recurring floor submissions.
6. Works closely with and assists the Planning and Partner Relations Manager in developing the Chapter's Disaster and Catastrophic Disaster Plans, and contributes to modifying the plans based upon review and recommendation of the Director and the PSA.
7. Provides staff support to the DAT/QI committee and the Policies and Procedures Committee. Provides staff support to other committees as directed.
8. Represents the Chapter and the Department in disaster planning activities and exercises of governmental, community-based, and other external partner agencies..
9. Maintain training statistics for monthly and annual reports.

B. Develop Training Program

1. Develop and support Disaster Services instructor cadre.
2. Organize and oversee the Chapter's training committee.
3. Organize advanced level and special training opportunities.
4. Promote and process applications for advanced level trainings and Pacific Service Area institutes.
5. Coordinate and liaison with Pacific Service Area training staff.
6. Integrate other internal Chapter and external trainings opportunities into the Disaster Services training program.

C. Support Chapter Volunteer Management

1. Work in collaboration with Disaster Services Human Resources (DSHR) Coordinator, District Coordinators, District Chairs and the Office of Volunteer Personnel Department to ensure quality volunteer recruitment and retention.
2. Work in collaboration with DSHR Coordinator to provide the training necessary for targeted promotions of assigned staff & volunteers.

3. Directs, counsels and assists in the career development of subordinate personnel and volunteers.
4. Works closely with Planning Section in development of internal exercise schedule to test operational preparedness and readiness. Takes appropriate after actions pursuant to recommendations following exercises or actual events.
5. Ensures completion of all required Department and Chapter reports.

III) Other Dimensions

- A. As a contributor to the work of an emergency relief organization, extended work hours and/or assignments to a disaster specific task will be required.
- B. Membership in the national DSHR system is required.
- C. Availability to participate on at least one national disaster relief operation assignment per year.
- D. Incumbent will be required to become a certified instructor of basic Disaster Services courses and to teach Disaster Services courses as necessary.

IV) Qualifications

- A. Education: Bachelor's degree or equivalent work experience.
- B. Experience: Minimum of 3-5 years experience in an emergency services or customer service related position. Human relations and supervisory skills and experience strongly desired. Demonstrated ability to work effectively with volunteers strongly desired. Knowledge of principles and practices of emergency management functions strongly desired.
- C. Other: Strong computer skills including Word, Excel, PowerPoint, and various databases desirable. Good communication, presentation, and organizational skills.

Written by: Michael Kleiner

Approved by:

Date: April 2007

Date: