



## Emergency and Security Services Supervisor

### DEFINITION

Under general direction from the Director of Operations and Maintenance, supports the District's personnel and critical infrastructure through preparedness, response, and recovery operations; plans, supervises, develops, evaluates, and oversees all programs within emergency and security services including operating and maintaining security systems and related components, responding to all employee, customer, and partner agency requests, and creating, maintaining, and executing plans, training, and exercises; coordinates and serves as the District representative with other public safety, emergency preparedness agencies, and related organizations; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS

The **Emergency and Security Services Supervisor** is a fully experienced, single-position classification. Under general direction, within a framework of policies and procedures, the incumbent has specific responsibility for the development, direction, and coordination of a comprehensive emergency preparedness and response program, business continuity plan, and security operations. Assignments are given in broad terms and subject to review primarily upon completion. There is significant latitude for discretion and independent judgment and action in well-defined areas of work.

The incumbent is responsible for coordinating with other District management and staff at all levels for implementing and maintaining applicable programs and systems. Additionally, in an emergency, this position may assume a role which requires managing and/or supervising personnel not generally assigned to this position.

### TYPICAL DUTIES

#### TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Plans and supervises the District's emergency and security services programs; supervises assigned staff and oversees contract employees; participates in the preparation of the annual budget.
- Oversees multiple District security and safety systems to include access control (Genetec, CyberAudit), fire suppression, and burglar alarm systems
- Oversees the District's Very High Frequency (VHF) and Rapid Area Notification (RANS) communication systems.
- Oversees the District's Emergency Operation Center (EOC) and emergency dispatch rooms.
- Conducts risk & resilience, business impact, and hazard mitigation analyses to mitigate and respond to threats to District staff and infrastructure.
- Prepares and maintains the District's Hazard Mitigation, Emergency Response, Business Continuity, Dam Emergency Action Plans, and related standard operating procedures.

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- Plans and executes training and exercises.
- Oversees contract consultants, technicians, and security guards who support systems, employees, and plans.
- Serves as District representative within local, county, state, and federal agency emergency preparedness and mutual aid organizations including the California Utility Emergency Association (CUEA), Alameda County Emergency Manager Association (ALCO EMA), California Water/ Wastewater Area Response Network (CALWARN), local disaster councils, California Office of Emergency Services (CalOES), and the Federal Emergency Management Agency (FEMA).
- Fulfills the District's lead or support role with response to emergency/security incidents.
- Drafts and/or reviews District event and/or site security plans.
- Performs project management to include writing scopes of work, budgeting, and leading stakeholders through producing deliverables.
- Assists in securing public assistance funds and grants related to emergency and security agencies.
- Performs other related work as required.

### **REQUIREMENTS**

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

#### **Education and Experience:**

Possession of a baccalaureate degree from an accredited college or university with a major in criminal justice, business administration, public administration, industrial/safety engineering, or a related field; and four (4) years of full-time experience in an administrative or staff capacity which includes familiarity with emergency and security services, including one (1) year of lead experience. Completion of the District's Leadership Skills Training Program is required following hire. Supervisory experience desired.

Advanced college-level coursework or specialized training in emergency response is highly desirable.

Prior experience in ICS, SEMS, or NIMS structures in a real-world disaster scenario is preferred. Completion of FEMA and/or CalOES sponsored ICS courses is desirable.

Current ACWD Employees: 75% completion of the District's Leadership Skills Training may substitute for one (1) year of lead experience. If the internal candidate has already completed the Leadership Skills Training Program, they do not need to complete the program for a second time if promoted.

**Knowledge, Skills, and Abilities:**

Knowledge of: best practices relative to emergency preparedness/response and security needs, techniques, equipment, and methods; federal, state, and local laws, rules, and regulations; the operations of the District's potable and recharge water systems; report preparation and procedure writing; methods and practice of budgeting, purchasing, and recordkeeping; methods, materials, and equipment used in the operation and maintenance of water facilities; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: plan, assign, train, direct, and oversee the work of staff engaged in emergency response and security; coordinate District-wide programs to ensure procedural compliance and adherence to record keeping and training requirements; organize program activities, set priorities, handle concurrent assignments and meet deadlines; provide effective leadership as part of an emergency response team; exercise sound, independent judgment and initiative within established guidelines to develop sound decisions and recommendations in areas of responsibility; make verbal presentations to individuals and large groups; effectively train others and conduct simulated emergency drills and exercises; maintain detailed, complete, and accurate records; compile data and prepare clear, concise, and technically accurate written reports; provide guidance and recommendations to District management with respect to emergency response and security; perform the essential functions of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.
- Must be willing to respond to and work during emergency situations.

**Working Conditions/Physical Requirements:**

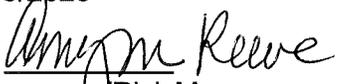
Essential duties are performed primarily in an office environment and periodically in the field; the office environment requires the ability to sit for extended periods at a desk in front of a computer screen; to intermittently twist to reach equipment or supplies surrounding desk; to use hand strength and finger dexterity to perform simple grasping and fine manipulation; to use a telephone and computer keyboard on a daily basis; to hear and talk to receive and communicate information; the field environment requires the use of boots, hard hats, vest and other necessary PPE to use in various environments to include near hillsides, open streams and pond, tanks, reservoirs, boosters, regulators, and treatment facilities.

The essential functions of this classification require driving due to the need for frequent travel to water treatment plants, pump stations, reservoirs, field sites, meetings, and/or other agency facilities; transportation of time-sensitive/confidential materials, equipment, or water samples; and/or the ability to respond to emergencies, and service disruptions. Alternative transportation is not suitable due to security concerns, logistical challenges, and critical response time requirements.

Employees in this classification must be available on weekends and after hours to assist in responding to declared disasters within the District's service area. As a member of the EOC staff, an incumbent must report to the District as a result of an emergency response activation or when requested. Incumbent must respond to emergencies within a reasonable period of time.

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Revised: 03/2025

Approved:   
Human Resources/Risk Manager