

# Community Risk Reduction Officer I/II/III

| Menlo Park Fire Protection District

Revision Date: <del>June 21, 2023</del> <u>October 2024</u>	Origination Date:	Bargaining Unit: AFSCME
CalPERS Classification: Miscellaneous	EEOC Category: Technician	FLSA Status: Non-Exempt

## Purpose

Under general supervision of the Fire Marshal or designee, performs a variety of duties related to fire life and safety risk reduction programs, emergency planning, disaster preparedness programs, and other education programs for the Menlo Park Fire Protection District; informs the public of ~~weed abatement and~~ fire and life safety requirements, receives complaints and investigates reports of violations, and ensures compliance; creates, updates, and distributes District publications and handouts; ~~schedules~~provides, schedules, and/or coordinates the presentation /training of educational services at various public facilities and may evaluate and/or analyze the effectiveness and needs of different programs; plans, organizes, and coordinates outreach and retention of District volunteers; supports and collaborates with community volunteer programs and groups; may performs lower level fire inspections including fire and life safety occupancy inspections; performs weed abatement as assigned; and performs related work as required.

## About the Role

**Community Risk Reduction Officer I** - This is the entry-level class in the series. Incumbents in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. This class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

**Community Risk Reduction Officer II** - This is the journey level class within the series and has the ability to perform the full range of duties assigned, with only occasional instruction or assistance as unique situations arise. Incumbents receive general supervision from an assigned supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

**Community Risk Reduction Officer III** - This class is distinguished from the Community Risk Officer II position in that incumbents in this class perform advanced journey level work requiring a high level of independence and specialized knowledge, performs more analytical work and program management, and/or provides lead direction over assigned staff. This class is also distinguished by completion of the California State Fire Marshal's Community Risk Educator and Community Risk Specialist courses.

**NOTE:** Positions may be filled at the I, II, or III level. If hired at the Community Risk Officer I, promotion to a higher level shall be based on requisite years of service in the prior classification, satisfaction of educational requirements, quality of performance, likelihood of success in the higher classification, and the needs of the District.

## Key Duties

1. Oversees the District-wide ~~public information~~ community risk reduction program, including overseeing the budget, writing safety information, press releases, and public service announcements, overseeing all social media platforms, contacting the press, responding to general questions, and gathering and preparing information.
- ~~1-2.~~ Administers the volunteer program, and the recruitment and retention of volunteer membership, including communication, training and organizing volunteers.
- ~~2-3.~~ Plans, schedules, coordinates, and conducts community education and risk reduction programs, disaster and emergency preparedness programs, and training classes for community members, non-profit groups, and faith-based organizations.
- ~~3.~~ Coordinates and implements programs, services, and events with community organizations, including local governmental agencies, residents, schools, businesses and community-based groups, ~~with other government agencies and community-based organizations as directed.~~
4. Coordinates station tours, equipment demonstrations, and other District activities.
5. Attends a variety of public events as District representative to provide information and materials or to deliver training and community education; conducts demonstrations on fire safety equipment, such as smoke alarms, carbon monoxide detectors, and fire extinguishers.
6. Develops, trains and maintains a Community Emergency Response Team (CERT) system within the District agencies; drafts policies and procedures for the CERT program and assists with the development of Incident Action Plans for the District.
7. Supports community-based efforts to build neighborhood-level emergency preparedness.
8. Develops and maintains strong, positive relationships with collaborative partners ensuring that mutually agreed upon expectations are being met.
9. Fosters volunteer involvement, activities, and coordinates volunteer recognition events.
10. Ensures District emergency preparedness programs conform with federal and state requirements.
11. Assists schools, businesses, and other community groups in designing and implementing disaster plans.
- ~~5-12.~~ Responds to local disasters or significant events within the District as necessary; provides operational support including working in a City's Emergency the District's Operations Center.
- ~~6-13.~~ Produces informational and promotional materials, including written documents, electronic media, and videos; maintains materials, such as props, slides, videos, films, and other educational documents; sets up and operates audio-visual equipment.
- ~~7-14.~~ Plans, coordinates, and promotes public education programs; conducts a variety of informational presentations and community trainings; conducts senior citizen programs and child safety education; coordinates training and information sessions with other District staff, outside presenters, and/or other agencies; coordinates volunteers and community group public education programs.
- ~~8-15.~~ Develops and delivers programs to businesses and residents from pre-kindergarten age to senior citizens on fire and life safety education, such as juvenile fire starter intervention, fire-fighter in safety education (FISE) programs, safety seat education, CPR and basic first aid, and special events.
- ~~9-16.~~ Informs the public of weed abatement and fire and life safety requirements; prepares, exhibits, and performs research on property descriptions and ownership; receives complaints and investigate reports of violations of weed abatement and fire and life safety laws; informs offenders of violations and the means to gain compliance.
- ~~10-17.~~ Maintains lists of properties; mails notices and performs surveys of properties to ascertain compliance.

- ~~11-18.~~ Gathers evidence for presentation to the Board of Directors or a court of law as necessary.
- ~~12-19.~~ Prepares written reports and makes verbal presentations to the Board of Directors in cases where appeals are filed by the offender; prepares work orders and coordinates abatement of properties with contractors.
- ~~13-20.~~ Performs annual fire and life safety occupancy inspections; investigates and maintains complaints and fire and life safety hazards for safe resolution.
- ~~14-21.~~ Prepares general correspondence and summary reports and completes records of ~~educational~~ community risk reduction activities.
- ~~15-22.~~ Completes and maintains various records and activity forms.
- ~~16-23.~~ Recommends budget requirements for risk reduction programs.
- ~~17-24.~~ Recruits and coordinates additional resources for risk reduction programs.
- ~~18-25.~~ Maintains various records of presentations made, including courses attempted, materials issued, and recommendations for procedural changes and equipment and supplies needed for additional educational programs; may participate in special assignments performing essential tasks for program continuity.
- ~~19-26.~~ Attends fire life and safety committee meetings and trainings as required; stays current with changes in education, technology, rules, regulations, and laws related to the work.
- ~~20-27.~~ Performs other related duties and responsibilities as assigned.

## Minimum Qualifications

### Knowledge of:

- Principles and practices of fire life and safety programs.
- Principles and practices of local emergency management.
- Basic community emergency and disaster support and assistance resources.
- Principles, techniques, tools and media platforms used in volunteer outreach and public relations.
- Principles and practices of volunteer management.
- Education methodology as it pertains to fire safety training and CERT.
- CPR and first aid.
- Emergency preparedness operations and plans; incident command systems (ICS), National Incident Management Systems (NIMS) and standard emergency management systems (SEMS).
- Applicable federal, state and local laws, rules, and regulations.
- Principles and practices of administrative, organizational and procedural analysis.
- Principles, practices, and techniques of public relations and public education.
- Basic budgetary principles and practices.
- Basic community risk reduction resources.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

### Ability to:

- Implement fire life and safety programs and other risk reduction education- programs within the District.
- Successfully lead the coordination of volunteers and their work for events of all sizes.
- Work well with people of diverse backgrounds, ages, abilities, and cultures.
- Develop and implement new disaster programs within the District.
- Comprehend and interpret laws and legal documents pertaining to weed abatement and fire and life safety.

- Identify code violations.
- Use proper judgment in determining the degree of compliance with various laws based on composite evidence.
- Reach independent and accurate conclusions based on knowledge of pertinent codes and other facts of a case and determine the correct course of action.
- Prepare factually clear, concise, and complete written reports.
- Follow proper procedures and instructions in the performance of assigned duties.
- Learn to interpret and apply applicable federal, state, and/or local laws, rules, and regulations.
- Apply the principles of public speaking and education.
- Speak in public and give presentations.
- Operate a computer and other office applications, such as word processing, spreadsheet, calendaring, and e-mail, etc.
- Coordinate multiple activities, meet deadlines, and work independently with minimal supervision.
- Represent the District in meetings with representative of other public and private organizations.
- Work with a diverse group of individuals and adapt the program accordingly.
- Communicate effectively with others to assimilate, understand, and convey information.
- Take a proactive approach to customer service issues.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Use and maintain equipment in a safe manner.
- Understand and carry out safety policies, rules, and regulations.
- Recognize and preserve confidentiality regarding sensitive information.
- Assist with the development of strategic plans.
- Teach and certify citizens and employees in CPR, first aid and CERT courses.
- Establish and maintain effective working relationships with those contacted in the course of work.

## Experience and Training

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

### Community Risk Reduction Officer I

Experience: Some experience in emergency management or public relations is preferred.

Training: Equivalent to graduation from high school supplemented by college level ~~courses~~ in communications, education, emergency management, or related field.

### Community Risk Reduction Officer II

Experience: Two years of professional related experience in a position providing program development and coordination, emergency management, fire education and training, community outreach, code enforcement, or a related field.

Training: Equivalent to an Associate's degree in communications, education, emergency management, or a related field. Completed CERT member certification training

### Community Risk Reduction Officer III

Experience: Four years of professional related experience in a position providing program development and coordination, emergency management, fire education and training, community outreach, code enforcement, or a related field.

Training: California State Fire Marshal Community Risk Educator and Community Risk Specialist coursework or equivalent is highly desirable. Equivalent to an Associate's degree in communications, education, emergency management, or a related field. Qualified CERT Instructor. Graduation from an accredited college or university with a bachelor's degree in communications, education, emergency management, or related field is preferred.

### **Special Requirements & Working Conditions**

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License: Possession of a valid California driver's license Class C.

CPR/First Aid Certification is desirable.

Physical: Must possess mobility to work in an office setting or field environment; walk, stand, or sit for extended periods of time; occasionally bend, stretch, twist, reach, stoop, balance, squat, climb, crawl, kneel or assume crouched body positions; operate assigned equipment and vehicles; read printed materials and a computer screen; and effectively communicate in person and over the telephone. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

Environment: Employees work in an office environment with moderate noise levels and controlled temperature conditions, and in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confined workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may work protracted and irregular hours.

**The Menlo Park Fire Protection District is an Equal Opportunity Employer.**

**In compliance with the Americans with Disabilities Act, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.**