| Date | Position # | Position Title | Reports To: |
| --- | --- | --- | --- |
| 1/23/2024 | PS7771 | BERT Program Support – Downtown | FA9698 |

|  | | For HR Use Only | | |
| --- | --- | --- | --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Administrative Services | Emergency Management | Support 3 | 43-0000 | 6 - Part Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:** | **Bargaining Unit:**  ASP | **Non-Bargaining:** | **Provisional/Grant Funded:** | **Temporary/Limited Duration:** |
| --- | --- | --- | --- | --- |

| **Individual Position:** | **Full-Time (40 hrs/wk):** | **Part-Time:**  Up to 28 Hrs/Week | **Pooled Position:** | **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| The Emergency Management Department (EMD) support position performs critical work in support of Board Policy on Emergency Management & Preparedness. The position supports the Director of Emergency Management (DEM) by helping to ensure training and exercise records are accurately maintained to ensure effective emergency preparedness for the college.  The EMD support position also coordinates with BERT members and building coordinators to ensure the department is effectively tracking and verifying related team records; members receive (when new) and return (when exiting) assigned equipment; stock BERT equipment and submit reorder requests; assist the department director with accomplishing details related to all training and exercises; understand and use the current HR Talent Management System (TMS) as an emergency preparedness training record system; submit and track 5 Star requests; and, communicate courteously and effectively both in writing (i.e., emails & documentation) and verbally (customer service skills). Assist with the planning and details of the annual BERT recognition and awards banquet.  The EMD part-time support would also help to prepare for incident response by recommending helpful tools and equipment to purchase and reorder; organizing, stocking, and re-stocking supplies for the Emergency Operations Center (EOC); and assist and perform record keeper duties during incident response, recovery and post-incident meetings when needed and available.  *EXPLANATION: The LCC Building Emergency Response Team (BERT) is a group of employees in every building, on every campus, who act as a college emergency response resource and public safety force multiplier in times of urgent need. They also act as knowledgeable, capable and proficient individuals with regard to understanding and conveying College emergency preparedness initiatives and processes. On a consistent basis there are approximately 130 members.* |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| None |
| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions. |

| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 70% | 1 | Assist the Director of Emergency Management (DEM) by helping to coordinate with BERT members and building coordinators to ensure the department is effectively tracking and verifying related team records; members receive (when new) and return (when exiting) assigned equipment and welcome information; stock BERT equipment and submit reorder requests; assist the department director with accomplishing details related to all training and exercises; understand and use the current HR Talent Management System (TMS) as an emergency preparedness training record system; submit and track 5 Star requests; and, communicate courteously and effectively both in writing (i.e., emails & documentation) and verbally (customer service skills). In addition, assist in the planning and details of the annual BERT recognition and awards banquet. |
| 25% | 2 | Help to prepare for incident response by recommending helpful tools and equipment to purchase; organizing, stocking, and re-stocking supplies for the Emergency Operations Center (EOC); and assist and perform record keeper duties during incident response, recovery and post-incident meetings when needed and available. |
| 5% | 4 | Other duties as assigned (e.g., assist in other areas of the Administrative Services Division when needed.) |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable. |
| --- |
| KNOWLEDGE:   * General understanding of the mission of the Administrative Services Division as a service organization as part of Lansing Community College. * General understanding of the emergency management discipline.   SKILLS:   * General knowledge and aptitude in the use of computer office equipment and common software applications, including Windows, Microsoft 365 – Outlook, PowerPoint, Word, Excel. * General knowledge and aptitude in the use of printers, copiers, scanners, fax machines, multi-line phone system, and audio-visual equipment * Efficiently and accurately complete assigned work and ask for clarification and help when needed   ABILITIES:   * Ability to learn new systems and processes quickly * Ability to work efficiently and effectively under the pressure of responding to difficult situations and emergencies. * A desire to learn and grow into a valuable, strong, and capable team member.   COMMUNICATION: Listens accurately and actively as well as communicates clearly and effectively with individuals and groups. Communicates clearly and effectively in writing maintaining proper usage and grammar, and is able to review and critique the work of others   * Ability to listen well and effectively understand direction and the point of view of others. * Ability to communicate clearly and concisely orally and in writing * Ability to design and produce effective flyers, brochures, job aids, and signs * Ability to tactfully resolve conflicts in mutually beneficial way   CUSTOMER FOCUS: Builds and maintains customer satisfaction by seeking ways to improve service delivery; assessing the quality of the services from the customer’s point of view; recognizing adverse customer reactions and developing better alternatives; emphasizing a team approach to providing great customer service):   * Provide and model excellent customer service * Work with all customers in a courteous and collaborative manner * Interact effectively with both internal and external customers   DECISION MAKING & JUDGEMENT: Makes timely, informed decisions that take into account the facts, goals, constraints, and risks. Finds solutions that are acceptable to diverse groups with conflicting interests and needs. Weighs the pros and cons of each option before making a decision and moving forward.   * Ability to organize logically and attend to details accurately * Ability to critically analyze a situation and respond appropriately   DIVERSITY: The ability to be inclusive and collaborate with others; recognize the value of cultural, ethnic, gender, and other differences; understand the differences in and responds appropriately to others in the workplace; demonstrate trust in, sensitivity to, and mutual respect of others; recognize and manage personal biases.   * Professional, respectful, and inclusive treatment of all individuals is expected.   SAFETY FOCUS: Adheres to all workplace and trade safety laws, regulations, standards, and practices. Ensures work is performed in a safe manner at all times. Avoids shortcuts that increase health and safety risks to self or others. Maintains equipment and personal protective equipment in a safe working condition. Checks for and reports potential hazards or breaches of security plans while in the workplace or in the field.   * Willingness to follow college policies, office procedures, federal privacy laws, safety, and security protocols   TEAMWORK: Promotes cooperation and commitment within a team to achieve goals and deliverables. Praises the team and its achievement to others. Encourages team unity through sharing information or expertise, working together to solve problems, and putting team success first. Helps remove barriers to team productivity and success.   * Acknowledges achievements and contributions of others. * Willingly shares knowledge and skills with other team members. * Asks for help as appropriate. * Effective time management skills and work effectively in a team environment or independently as needed.   TACT: Diplomatically handles challenging or intense interpersonal situations by working through difficult or awkward situations in a positive and professional manner. Exercises appropriate tact and discretion in conversations and sharing information with others.   * Respond to customer requests/complaints/concerns appropriately and in a timely manner. * Respond to management and coworkers in a discrete manner with a positive professional attitude. |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job. |
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| **Required**   * HS Diploma or equivalent * Experience in direct customer service * Experience using Microsoft Office – Outlook, Word, Excel, and PowerPoint * Excellent written and oral communication skills   **Preferred**   * Emergency Management knowledge and experience * Experience in an academic setting |

| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
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| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
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| Go to the ADA Checklist |

# SIGNATURES

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**Supervisor’s Name:** Carol Wolfinger **Supervisor’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_1/24/2024\_\_\_\_\_

**Dean/ELT’s Name:** Chris MacKersie **Dean/ELT’s Signature:** \_**Date**\_\_\_\_1/24/2024\_\_\_\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_Sydney Glasscoe\_\_\_\_\_ **Date:** \_1/24/2024\_\_\_\_\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** NEW **Date:** **1/4/2024 Supervisor’s Position #:** XX-00

## **Materials Used:**

Computer keyboard, mouse, screen

Various software

Telephone, cell phone, mobile device

Paper and pencil/pen

Projector or other audiovisual equipment

Copier, scanner, fax

Carpentry equipment

Electrical equipment

Plumbing equipment

Other: Click or tap here to enter text.

## **Mental Functions:**

Comparing (compare/contrast data, people, other data)

Synthesizing (combine data, concepts, interpretations)

Computing (math calculations or carrying out formula operations)

Compiling (gathering, classifying, evaluating data, people, other data)

Copying (entering, posting, transcribing data)

Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

Near acuity (at 20 inches or less when accuracy is essential)

Far acuity (more than 20 inches when day and night/dark conditions are essential)

Depth perception (3 dimensional vision, judge distances, space)

Color vision (distinguish colors)

Field of vision (up/down and right/left)

Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

Climbing

Kneeling

Reaching

Balancing

Crouching

Grasping

Stooping

Crawling

Picking/Typing/Keyboarding

Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

Medium (exert 21-50 lbs of force, walk/stand frequently)

Heavy (exert 51-100 lbs of force, walk/stand routinely)

Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

Weather (rain, snow, wind)

Extreme cold (inside, outside)

Extreme heat (inside, outside)

Confined/restricted spaces

Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

Vibrations

Extreme noises