



Office Assistant

Hawai'i Emergency Management Agency (HIEMA)

Department of Defense

Location: O'ahu

The Hawaii Emergency Management Agency (HIEMA) is seeking a detail-oriented and dependable Office Assistant to support statewide emergency management operations.

Position Summary

This position provides administrative support services to agency staff in support of the agency. The role supports emergency and disaster relief program implementation and overall agency operations.

This position also serves as a member of the State Emergency Response Team (SERT) and Emergency Response Team (ERT) during emergencies and disasters.

Key Responsibilities

Administrative & Clerical Support

- Prepare and format correspondence in compliance with agency guidelines
- Proofread documents to ensure grammatical accuracy and completeness
- Establish and maintain filing systems, including codes, indexes, and tables
- Set up and maintain grant project files
- Duplicate materials using office equipment
- Maintain office inventory and monitor supply levels
- Prepare purchase orders in accordance with established procedures
- Answer telephone calls and provide information to callers
- Pick up and deliver documents to government agencies and private organizations

Data Collection & Reporting

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- Input and maintain data in agency and FEMA emergency management systems
- Compile and maintain statistical and numerical data
- Prepare tables, charts, and quarterly reports regarding expenditures and project status

Emergency Management Support

- Serve in an operational capacity in the State Emergency Operations Center (SEOC), Joint Information Center, field offices, and/or command posts during emergencies and disasters
- Support emergency activations, which may require:
 - Working long hours, including evenings and weekends
 - Reporting to duty on short notice
 - Deployment to neighbor islands to support response efforts

Other Duties

- Perform other related duties as assigned

Supervision

Work is performed under general supervision. Daily tasks are assigned with specific instructions; however, established office practices and procedural guidelines are available for most assignments. The incumbent plans and carries out work activities independently and consults the supervisor for substantive issues.

Completed work is reviewed through spot checks for accuracy, completeness, and compliance with office practices and guidelines.

Required Licenses & Clearance

- Must possess a valid State of Hawai'i driver's license
- Must be able to obtain a security clearance

Recommended Qualifications

Education

- Graduation from high school

Experience

- One and one-half (1½) years of administrative support work in an office environment

Knowledge

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- English grammar, spelling, and arithmetic

Skills & Abilities

- Ability to understand and follow oral and written instructions
- Ability to perform clerical procedures accurately
- Effective oral and written communication skills
- Ability to work independently while supporting team operations

Technical Proficiency

- Ability to operate office equipment including computers, calculators, and copy machines
- Familiarity with emergency management systems
- Proficiency in basic word processing, database, and spreadsheet applications
- Ability to use current software programs and applications

Working Conditions

- Work may occur in the State Emergency Operations Center (SEOC), which is a closed environment without windows
- Other EOC locations may be activated as necessary
- Must be able to work effectively in open office environments with periodic interruptions, distractions, moderate noise levels, and deadline pressures
- Must be available for additional hours with little or no advance notice, including weekends and extended hours beyond the normal workday
- May be required to support emergency/disaster preparedness, mitigation, response, and recovery activities with limited rest periods

Join the Hawai'i Emergency Management Agency and support statewide emergency management efforts that strengthen community resilience across Hawai'i.

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