



## Operations Specialist

**Hawai'i Emergency Management Agency (HIEMA)**

**Department of Defense – Operations Branch**

**Location: O'ahu**

The Hawai'i Emergency Management Agency (HIEMA) is seeking an experienced and dynamic leader to serve as Operations Specialist in support of statewide emergency management operations.

### **Position Summary**

The Operations Branch supports HIEMA's mission through coordination of current and future operations, monitoring and issuing warnings, overseeing the State Emergency Operations Center (SEOC), supporting disaster response and recovery activities, and maintaining liaison with federal, state, county, private sector, and nonprofit partners.

This position provides leadership within the Operations Branch and serves in the SEOC as Deputy Operations Chief. The incumbent works closely with government and community partners to facilitate coordinated response and recovery efforts for incidents and disasters. In coordination with Agency leadership, this position supports SEOC activations for exercises and emergencies and assists in managing operational activities across the State.

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

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### **Key Responsibilities**

#### **Emergency Management Program Leadership**

- Assist in establishing, developing, and maintaining SEOC operational standards, schedules, and procedures consistent with professional standards, best practices, and applicable laws and regulations
- Provide direction and guidance to SEOC personnel regarding emergency management policies, procedures, and assignments

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- Support implementation of action plans to ensure timely completion of assignments and operational objectives
- Recommend and implement operational policies and practices to address statewide emergency management needs
- Support development and coordination of SEOC procedures to ensure consistency across functional areas
- Coordinate with federal, state, county, and other partners to enhance emergency operations, training, and exercise activities
- Respond to inquiries and provide information related to emergency management operations
- Review and provide input on emergency and disaster plans, procedures, and operational documents
- Participate in planning meetings, training sessions, exercises, conferences, and community events as assigned
- Serve in an operational leadership role within the SEOC, Joint Information Center, field offices, or command posts during activations

#### **Supervisory & Administrative Responsibilities**

- Review completed assignments, reports, and workflow to ensure quality, timeliness, and alignment with operational priorities
- Conduct meetings with staff to provide direction, communicate updates, and address operational needs
- Evaluate employee performance and identify training and development needs
- Support personnel management activities in coordination with Branch leadership, including staffing recommendations and workforce planning
- Monitor staff workload and coverage to ensure operational readiness

#### **Program & Legislative Support**

- Assist in developing program documentation, reports, and supporting materials
- Provide input on legislative proposals, testimony, and related documentation when requested
- Identify and recommend training opportunities to enhance operational effectiveness
- Provide consultation and guidance on operational plans, reports, and program activities

#### **Budget & Resource Support**

- Assist in preparation of operational budget plans and financial projections
- Identify resource requirements and support justification of staffing and operational needs

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- Monitor expenditures and support development of budget adjustments as necessary
- Assist with preparation of biennium and supplemental budget requests as assigned

**Other Duties**

- Perform related duties as assigned in support of Agency mission requirements
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**Supervision**

**Supervisor:** Operations Specialist Chief

Work is performed under general supervision. The incumbent is responsible for planning and carrying out assignments independently and resolving most issues that arise in the course of work. Guidance is provided regarding overall policy, coordination, compliance requirements, and program objectives. Work is reviewed for overall effectiveness and alignment with operational goals.

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**Required License**

- Valid driver's license to operate a vehicle in the State of Hawai'i
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**Recommended Qualifications****Education**

- Graduation from an accredited four (4) year college or university with a bachelor's degree preferred
- Relevant experience may be substituted for education on a year-for-year basis

**Experience**

- Minimum of four (4) years of progressively responsible professional experience in emergency management, public safety, disaster response, or related fields
- Experience must demonstrate the ability to manage complex operations and provide leadership in high-pressure environments

**Knowledge**

- Principles, practices, and policies of emergency management
- Applicable federal and state laws, regulations, and guidance related to emergency operations
- Planning, coordination, and implementation of emergency response and recovery activities
- Basic budgeting, administrative, and personnel management principles

**Skills & Abilities**

- Ability to work independently and make sound professional judgments
  - Ability to supervise, plan, assign, and evaluate the work of others
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- Ability to interpret laws, regulations, and policies and translate them into operational guidance
- Strong written and verbal communication skills
- Ability to analyze information, develop recommendations, and prepare comprehensive reports
- Ability to establish and maintain effective working relationships with public officials, partner agencies, and community stakeholders
- Proficiency in standard computer software applications

### **Tools & Equipment**

- Computer systems and standard office equipment
- Familiarity with emergency management systems and software applications

### **Working Conditions**

- Work may occur in the State Emergency Operations Center (SEOC).
- The State Emergency Operations Center (EOC) may be activated during disasters or emergencies. During activation, the EOC operates on a 24-hour work schedule and work conditions may be highly stressful.
- Must be able and willing to work shift assignments, overtime with little advance notice, and extended or long work hours when required, including nights, weekends, and holidays.
- Must be able to travel to disaster-affected areas on neighbor islands for multiple consecutive days.
- Ability to perform effectively in fast-paced, high-pressure emergency environments is essential.

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Join the Hawai'i Emergency Management Agency and contribute to strengthening statewide operational readiness, coordination, and resilience.

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