

Position Description

Position Title: Emergency Program Specialist
Department: Fire Rescue
Last Updated: October 2025
Classification: PT2

Summary

Under the direction of the Emergency Program Manager, the Emergency Program Specialist works collaboratively with staff and volunteers to coordinate the implementation of Emergency Program plans and activities that support municipal services, emergency responders, residents and evacuees impacted by emergencies or disasters. This position will require after-hours availability for meetings, exercises and emergency responses, and involves preparing for and supporting Emergency Operation Centre (EOC), Department Operations Centre (DOC) and Emergency Support Services (ESS) activations.

Key Duties & Accountabilities

- Implements, maintains and reviews the planning, development and delivery of Emergency Program activities in alignment with the Emergency and Disaster Management Act (Bill 31, 2023)
- Supports the delivery of external and internal communications, public education and outreach materials for the Emergency Program
- Supports the delivery of the volunteer orientation, training, mentorship activities, and contributes to fostering a collaborative environment that encourages engagement, recognition, and volunteer retention
- Assumes the role of the City of Langford's Emergency Support Services Director (ESSD)
- Assumes a regular rotation on the ESS Level 1 Team as required
- Supports the Emergency Program Manager in the implementation of ESS Modernization practices, including Evacuee Registration & Assistance (ERA) workflows, vendor agreements, and reception centre standardization
- Provides coordination to the volunteer programs in all phases of the team's activities, including planning, preparedness, response and recovery
- Assists with the activation and/or deactivation of the Emergency Operations Centre (EOC) and/or Department Operations Centre (DOC), readiness standards, and performs EOC/DOC roles as required
- Attends Provincial, regional and municipal meetings as directed by the Emergency Program Manager
- Coordinates ESS schedules and responds to activations including Level 1, 2 or 3 responses or deployments as required
- Establishes relationships and liaises with volunteers, community groups, regional partners, residents, internal and external clients on matters related to emergency management
- Keep an inventory of emergency supplies and regularly maintains equipment
- Prepares reports, conducts research, and develops and tracks key performance indicators (KPIs)
- Ensures FOIPPA compliant handling of emergency information, volunteer data, and public communications

- Assists the Emergency Program Manager in their development of the Emergency Program budget, and assists with the preparation and submission of grant applications
- Liaises with other municipalities to support regional emergency preparedness initiatives and collaborates with the other West Shore Emergency Programs
- Provides relief administrative assistant duties
- Performs other related duties as required

Qualifications

- Post-secondary certificate in Emergency Management or a related field and three (3) years' emergency management experience and/or volunteer management experience (or an equivalent combination)
- Incident Command System (ICS) 200
- Emergency Operations Centre (EOC) Essentials
- Experience with EOC activations, operations, and multi-agency coordination is an asset
- Experience in exercise design and facilitation is an asset
- Emergency Social Services Director (ESSD) is an asset
- Valid BC drivers' license Class 5 and a current Driver's Abstract
- Satisfactory Police Information Check
- Proficient in the use of computers including the MS Office Suite and databases related to the administration of emergency services and common social media platforms
- Ability to research and communicate clearly both verbally and in writing
- Ability to react quickly and remain calm under duress and strain
- Ability to develop and maintain effective working relationships at all levels in the organization, external clients, and business contacts, including the ability to manage and resolve conflicts
- Ability to work after-hours in response to emergencies, including EOC and DOC activations
- A commitment to excellent customer service, continuous improvement, and life-long learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself