

Job Title: Emergency Management Coordinator**Job Status:** Full-Time**Department:** System Control**Job Grade:** 606**Reports To:** Control Center Manager**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 7/2/2026**Location:** Service Center

Position Summary

Under the direction of the Control Center Manager a highly capable, proactive Emergency Management professional who can lead, develop, and sustain a comprehensive, all-hazards Emergency Management Program within a public utility environment.

The ideal candidate is a coordinator, planner, communicator, and integrator who understands how to bridge Control Center operations, field response, regulatory requirements, and liaison to executive decision-making during emergency events.

Under the direction of the Manager, Control Center & Emergency Management, the Emergency Management Coordinator provides leadership and supervision for NBU's comprehensive all-hazards Emergency Management Program. Responsible for planning, directing, implementing and continuously improving emergency preparedness, response, recovery, mitigation, business continuity, EOC and BOC readiness, regulatory compliance, training, exercises, interagency coordination, and emergency communications. Supervises assigned personnel and serves in a leadership role during emergency activations while supporting executive leadership.

Emergency Management Program

- Lead the development, implementation, and continuous improvement of a comprehensive, all-hazards Emergency Management Program supporting electric, water, and wastewater operations.
- Develop, maintain, and regularly update emergency response plans, including Emergency Operations Plans (EOP), Emergency Response Plan (ERP), Continuity of Operations Plans (COOP), and departmental response procedures.
- Identify, assess, and prioritize operational risks and vulnerabilities across utility systems, incorporating mitigation strategies into emergency planning.
- Ensure alignment of emergency management practices with industry standards and regulatory frameworks (e.g., FEMA, NIMS, ERCOT, TCEQ, PUCT, AWIA).
- Integrate emergency management protocols into Control Center operations to ensure real-time situational awareness and coordinated response.

Planning & Preparedness

- Develop and maintain all-hazards emergency response plans addressing natural disasters, infrastructure failures, cyber threats, public health emergencies, and other incidents impacting utility services.
- Create detailed Standard Operating Procedures (SOPs), response playbooks, and job aids to support consistent and effective emergency response.
- Conduct hazard vulnerability assessments (HVAs) and business impact analyses (BIAs) to inform preparedness strategies.
- Ensure all emergency plans are actionable, scalable, and aligned with operational capabilities and resource availability.
- Coordinate resource planning, including personnel, equipment, mutual aid, and vendor support necessary for emergency response and recovery.

ICS Integration & Incident Response

- Implement and maintain compliance with the Incident Command System (ICS) across utility operations.
- Serve in a key role within the Incident Command Structure during emergency events (e.g., Planning Section, Liaison, or Command Staff support).
- Support activation and operation of the Emergency Operations Center (EOC), including staffing coordination, situational reporting, and operational briefings.
- Coordinate real-time response efforts between Control Center, field operations, leadership, and external agencies.
- Provide decision support to leadership during emergencies by compiling and communicating critical operational data and risk assessments.

Training & Exercises

- Develop and implement a comprehensive emergency preparedness training program for employees across all departments.
- Plan, coordinate, and facilitate drills and exercises (tabletop, functional, and full-scale) to test emergency plans and response capabilities.
- Evaluate training and exercise effectiveness, identify gaps, and implement corrective actions.
- Promote a culture of preparedness by increasing employee awareness, readiness, and participation in emergency planning efforts.
- Track and maintain training records to ensure compliance with internal standards and regulatory requirements.

Coordination & Communication

- Serve as the primary liaison with external agencies, including local, state, and federal emergency management organizations, mutual aid groups, and regulatory bodies.
- Establish and maintain strong working relationships with key stakeholders such as fire departments, law enforcement, public works, and regional utilities.
- Coordinate internal communication between Control Center, field operations, executive leadership, and support departments during emergencies.
- Develop and maintain emergency communication protocols, including notification systems and escalation procedures.
- Support public information efforts in coordination with Communications during emergency events.

Compliance & Continuous Improvement

- Ensure compliance with all applicable emergency management regulations, standards, and reporting requirements.
- Conduct After Action Reviews (AARs) following drills, exercises, and real-world incidents to evaluate performance and identify improvement opportunities.
- Develop and track corrective action plans to address identified gaps and enhance response capabilities.
- Monitor changes in regulatory requirements and industry best practices to continuously improve the Emergency Management Program.
- Maintain documentation and records to support audits, inspections, and regulatory reviews.

General Responsibilities

- Maintain regular attendance; leave schedule should be managed so as to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines
- Always adhere to NBU safety & security guidelines and practices in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers, and the public
- Maintain strict confidentiality of business, employee, and customer information in written and oral

- communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values
- Participate in and support initiatives to reach annual NBU Performance Measures
- All other duties assigned

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Work Experience Time Frame: Five Years or More

Field of Study: Safety / Emergency Management

Other: Ability to handle a variety of tasks that are

routine in nature, while keeping work flowing in an orderly manner. Preferred: work history in Emergency Management, Safety, Security, Law Enforcement, Military, Fire Department, or other similar related fields.

Certification and Licensures Requirements

Must have or be willing to pass the following FEMA

Training courses within 90 days of employment.

- ICS-100 required
- ICS-200 required
- ICS-300 preferred
- ICS-700 required
- ICS-800 required

TEEX - Must have or be willing to pass the following TEEX Training within 18 months of hiring.

- Disaster Management for Public Services and Public Works (MGT317)
- Disaster Preparedness for Hospitals and Healthcare Organizations within the Community Infrastructure (MGT341)
- Disaster Management for Water and Wastewater Utilities (MGT343)
- Disaster Management for Electric Power Systems (MGT345)
- Disaster Recovery Public Assistance Programs, An Introduction (MGT482)

Other Minimum Qualifications

- Excellent presentation skills both verbal and written
- Familiarity with FEMA, ERCOT, TCEQ, OSHA, EPA, DOT, safety and environmental laws
- Must be able to pass a background check and drug screen
- Valid Texas Driver's License
- 3 years' experience in Emergency Management and/or work-related equivalent.
- Bachelor's degree (preferred)
- 2 years Control Center / Control Room Experience

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☒	☐	☐	☐

Microsoft Access	☒	☐	☐	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☐	☒	☐	☐
Microsoft PowerPoint	☐	☐	☒	☐

Other Software Knowledge

Click or tap here to enter text.

Experience with Machines, Tools, Equipment and Other Work Aids

Computer, Telephone, Motor Vehicle, Copy Machine, Calculator, Printer, Camera

Physical Demands

Standing: Frequently

- ☒ Making Presentations
- ☐ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

Fine Dexterity: Frequently

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☐ Calculator
- ☐ Calibrating Equipment

Walking: Frequently

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

Lifting: Rarely

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Carrying: Rarely

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Sitting: Frequently

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

Reaching: Occasionally

- ☒ For Supplies

- ☐ For Files

Handling: Occasionally

- ☒ Paperwork
- ☐ Monies

Kneeling: Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Rarely

- ☒ File Drawers
- ☒ Equipment
- ☒ Table and Chairs
- ☐ Hose

Climbing: Occasionally

- ☒ Stairs
- ☒ Ladder
- ☐ Step Stool
- ☒ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen
- ☒ Driving
- ☒ Observing Worksite

Foot Controls: Occasionally

- ☒ Driving
- ☐ Operating Heavy Equipment

☐ Dictaphone

Balancing: Rarely

☒ On Ladder

☒ On Equipment

☐ On Step Stool

Bending: Rarely

☒ Filing in Lower Drawers

☐ Retrieving Items from Lower Shelves/Ground

☐ Making Repairs

Crouching: Rarely

☒ Filing in Lower Drawers

☒ Retrieving Items from Lower Shelves/Ground

Crawling: Never

☐ Under Equipment

☐ Inside Attics/Pipes/Ditches

Hearing: Occasionally

☒ Communication Via Telephone/Radio/To Co-Workers/Public

☒ Listening to Equipment

Twisting: Occasionally

☐ From Computer to Telephone

☒ Getting Inside Vehicle

Talking: Frequently

☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Other: Click or tap here to enter text.

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	☐	☐	☐	☐	☐	☒
Wetness and/or humidity (bodily discomfort from moisture)	☐	☒	☐	☐	☐	☐
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	☐	☒	☐	☐	☐	☐
Noise and Vibration (sufficient to cause hearing loss)	☐	☐	☐	☒	☐	☐
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	☒	☐	☐	☐	☐	☐

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the	Constantly (2/3 or more of the time)

		week)		time)	
Mechanical Hazards	☐	☐	☒	☐	☐
Chemical Hazards	☐	☒	☐	☐	☐
Electrical Hazards	☐	☒	☐	☐	☐
Fire Hazards	☐	☒	☐	☐	☐
Explosives	☐	☒	☐	☐	☐
Communicable Diseases	☐	☒	☐	☐	☐
Physical Danger or Abuse	☐	☐	☒	☐	☐

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Vehicle

Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☒ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	☐	☐	☐	☒	☐
Emergency Situations	☐	☐	☐	☒	☐
Frequent Change of Task	☐	☐	☐	☒	☐
Irregular Schedule/Overtime	☐	☐	☒	☐	☐
Performing Multiple Tasks Simultaneously	☐	☐	☒	☐	☐

Working Closely with Others as Part of a Team	☐	☐	☐	☒	☐
Tedious or Exacting Work	☐	☐	☐	☒	☐
Noisy/Distracting Environment	☐	☐	☒	☐	☐

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date