



Emergency Management Operations Officer 3 (State Watchpoint Supervisor)

Position Description

The Tennessee Emergency Management Agency (TEMA) is currently accepting resumes for the position of Operations Officer 3 – State Watchpoint, located in Nashville. This position supports the State Watchpoint, TEMA’s 24-hour operational coordination and situational awareness center responsible for continuous monitoring of incidents, hazards, and emerging threats affecting the State of Tennessee.

This role operates within a 24/7 shift-based environment, including overnight, weekend, and holiday assignments. The Operations Officer 3 maintains statewide situational awareness, coordinates initial response actions, facilitates information sharing, and supports rapid operational decision-making during both steady-state operations and emergency incidents.

The Operations Officer 3 serves as a primary point of contact for local emergency management agencies, state agencies, federal partners, and critical infrastructure stakeholders. Responsibilities include monitoring multiple communication platforms, producing timely operational reports, coordinating resource requests, and supporting activation of the State Emergency Operations Center (SEOC).

Individual Requirements

Familiarity with emergency management principles, including the National Incident Management System (NIMS), Incident Command System (ICS), and emergency operations center functions. Knowledge of continuous operations environments requiring sustained situational awareness and rapid information processing.

Experience working in time-sensitive operational settings involving monitoring, coordination, and communication across multiple agencies or jurisdictions. Ability to work effectively in a 24-hour operational environment, including rotating shifts, night shift assignments, extended hours, and high-tempo incident periods.

Demonstrated competency in:

- Real-time situational awareness and incident monitoring
- Operational coordination and information dissemination
- Multi-agency communications and stakeholder engagement
- Incident documentation and reporting
- Decision-making under time constraints
- Managing multiple information streams simultaneously

Ability to maintain focus during extended monitoring periods and respond effectively to rapidly evolving situations.

Essential Job Duties

- Provides continuous monitoring and coordination within the **State Watchpoint**, supporting TEMA's 24-hour operational mission.
 - Works assigned rotating shifts, including overnight, weekend, and holiday schedules, to ensure uninterrupted statewide monitoring and response coordination.
 - Maintains situational awareness by collecting, validating, and disseminating information regarding incidents, hazards, and threats affecting Tennessee.
 - Serves as an initial coordination point for local jurisdictions, state agencies, and partner organizations reporting incidents or requesting support.
 - Produce and distribute situational reports, notifications, and operational updates in a timely manner.
 - Supports activation and operations of the State Emergency Operations Center (SEOC) during incidents and exercises.
 - Tracks resource requests and support coordination in accordance with established procedures.
 - Monitors multiple communication systems, alerting platforms, and operational tools simultaneously.
 - Supports preparedness activities, exercises, and operational readiness initiatives.
 - Analyzes operational procedures and recommends improvements to enhance efficiency and effectiveness.
 - Performs additional duties as assigned to support TEMA mission requirements.
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Preferred Qualifications

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Graduation from an accredited college or university with a bachelor's degree in emergency management, homeland security, public administration, criminal justice, communications, or a closely related field.

OR

A minimum of three (3) years of full-time experience in emergency management, emergency operations, public safety communications, 911 dispatch, or a similar operational coordination role involving real-time incident monitoring and response.

Additional preferred experience includes:

- Experience working in a 24/7 operational environment, including rotating shifts, overnight schedules, and high-tempo incident response operations.
- Familiarity with emergency management principles, including NIMS and ICS.
- Experience with emergency notification systems, incident management software (e.g., WebEOC, ReadyOp), or similar operational platforms.
- Demonstrated ability to coordinate with multi-agency partners in time-sensitive environments.