



# Emergency Management Operations Officer 1 (State Watchpoint)

Tennessee Emergency Management Agency (TEMA)

## Position Overview

The Emergency Management Operations Officer 1 assigned to the State Watchpoint (SWP) serves as an entry-level emergency management professional responsible for continuous monitoring, incident notification, and operational support for the State of Tennessee.

This position operates within TEMA's 24/7 State Watchpoint, ensuring statewide situational awareness and timely dissemination of critical information to TEMA leadership, state agencies, and local partners. The Ops Officer I is often the first point of contact for incident reporting and plays a key role in supporting Emergency Operations Center (SEOC) activations.

This position requires shift work, including nights, weekends, holidays, and extended hours during emergencies.

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## Key Responsibilities

- Maintain continuous situational awareness of incidents, hazards, and emerging threats across Tennessee through monitoring systems, partner communications, and open-source information
- Receive and process incident reports from local jurisdictions, state agencies, 911 centers, and other partners
- Initiate and disseminate timely notifications to TEMA leadership, state agencies, and stakeholders in accordance with established protocols
- Answer and manage Watchpoint phone lines, email inboxes, and alerting systems, ensuring accurate and professional communication
- Create and maintain incident logs, notifications, and reports in WebEOC and other systems
- Support the activation and operation of **the State Emergency Operations Center (SEOC)** by fulfilling assigned roles such as documentation, communications coordination, and information tracking

- Assist in the development and distribution of situation reports, operational briefings, and status updates
  - Coordinate with local emergency management agencies, public safety partners, and state/federal stakeholders to verify and update incident information
  - Ensure compliance with TEMA standard operating procedures (SOPs), notification protocols, and the National Incident Management System (NIMS)
  - Participate in training, exercises, and drills to maintain operational readiness
  - Maintain continuity of operations during shift transitions through accurate pass-down briefings
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### **Minimum Qualifications**

- High school diploma or equivalent
  - Strong written and verbal communication skills, with the ability to clearly convey time-sensitive information
  - Ability to work in a fast-paced, high-stress, and information-driven environment
  - Basic computer proficiency, including Microsoft Office and data entry systems
  - Ability to work rotating 12-hour shifts, including nights, weekends, and holidays
  - Ability to obtain and maintain required certifications (e.g., ICS 100, 200, 700, 800)
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### **Preferred Qualifications**

- Associate's or Bachelor's degree in Emergency Management, Public Safety, Homeland Security, or related field
  - Experience in 911/public safety communications, dispatch, emergency management, or a watch center environment
  - Familiarity with WebEOC, Everbridge, IPAWS, or other alerting and incident management systems
  - Knowledge of Tennessee emergency management structure and SEOC operations
  - Experience working in a 24/7 operations center or shift-based environment
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### **Core Competencies**

- Strong situational awareness and attention to detail
- Ability to process and prioritize multiple incoming information streams
- Critical thinking and sound judgment under pressure
- Clear, concise, and professional communication
- Reliability and accountability in a shift-based team environment

- Ability to follow established protocols while adapting to dynamic situations
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### **Working Conditions**

- 24/7 State Watchpoint environment requiring shift work (days/nights)
- Extended hours and mandatory staffing during emergencies, disasters, and SEOC activations
- Primarily office-based within the State Watchpoint, with potential support roles in the SEOC