

**Job Title:** Emergency Operations Center Manager, Aviation

**Location:** Dover, Delaware

**Employment:** Full-Time

The EOC Manager is responsible for the oversight, guidance, and development of all Emergency Operations Center (EOC) personnel, services, and activities. This position fills the "Response Coordinator" role for emergency response cases during emergency responses, looks to maximize the retention of Fireside's Service Agreement clients, is responsible for maintaining 24/7/365 monitoring coverage (Flight Monitoring, Marine Vessel Monitoring, and Hazardous Event Monitoring Services), and will build and sustain the trained, experienced team, technical capabilities, and infrastructure of the EOC. This is an Emergency Response role, with significant time demands that often extend before or after regular duty hours. This position requires effective decision-making in very high-stakes situations. Further duties and responsibilities are listed below:

- Oversee all operations in the EOC, including flight and marine monitoring services, hazardous event monitoring services, customer support, and response coordination, working closely with the Emergency Operations Director (EOD) as instructed
- Lead the emergency response effort within the EOC and closely support the EOD for the overall management of response activities
- Maintain open communication and strong relationship with EOD, backfill operational duties for the EOD in their absence, where applicable
- Leads process improvement initiatives and ensures the Company maintains complete and fully integrated readiness to support all clients
- Identify the need for, develop the scope, and then oversee the implementation of department-level policy and procedural changes
- Establish department-level goals and drive their accomplishment
- Serve as the Account Manager for key client accounts
- Assist junior EOC personnel with handling complex or challenging operational matters as needed
- Oversee training of new team members
- Lead onboarding meetings for new clients
- Maintain 24/7 shift coverage and facilitate schedule adjustments to cover sick leave, vacation time, etc.
- Approve and submit weekly time sheets for part-time personnel
- Coordinate remote support for client emergency response drills and tabletops, as needed
- Serve as a subject matter expert on all EOC monitoring and response services and participate in operational and sales presentations on related topics as applicable
- Required to be available during business and non-business hours via company/personal mobile devices

**Education:**

- College degree preferred in an aviation discipline, emergency management/operations, or related disciplines

**Required Skills and Experience**

- Three or more years of strong operational experience in aviation and emergency management, police, military, and/or federal agency with operations mission
- Three or more years of team-level supervision and leadership
- Experience mentoring subordinates
- Excellent presentation skills; ability to inform, educate and train
- Strong verbal, written, and interpersonal skills
- Attention to detail, displays situational awareness and is poised under pressure
- Travel is primarily local during the business day, although out-of-the-area and multi-day/overnight travel should be expected, especially during contingency operations.



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### **Preferred Skills and Qualifications**

1. Demonstrated experience in developing emergency, business continuity, safety systems, and or relevant plans and programs
2. Excellent people skills, credible, articulate, and able to hold the attention of individuals and groups
3. Possess personal qualities of integrity, credibility, and commitment to corporate mission and customer service
4. Flexible and able to balance competing priorities; can work within a fast-moving environment while also driving toward clarity and solutions; demonstrates resourcefulness in setting priorities and expertly generates investment from people

### **To Apply**

Send a copy of your resume to [gary.kasper@firesideteam.com](mailto:gary.kasper@firesideteam.com) with the subject line of XWEBEOCM.