BUSINESS CONTINUITY PROGRAM MANAGER

Group-Section: Chief Financial Officer – Office of the CFO	**FLSA Status:** Exempt **Bargaining Unit:** MAPA	**Salary Grade:** 060 **Job #:** PM002

JOB SUMMARY

Manager of Metropolitan's Business Continuity Program. Area of responsibility includes planning for continuity of operations and recovery of mission essential functions in support of core business in an environment of exposure to a variety of natural and induced hazards or disruptions.

A program may be an ongoing endeavor, strategic actions of limited duration within an ongoing program, or may comprise multiple large projects which constitute or support a major goal or operation of Metropolitan. A program typically involves external agencies and matrix management of multiple staff. Programs may also involve a single major effort of a comprehensive nature.

OVERSIGHT

Supervision Received: Receives direction from the Chief Financial Officer.

Supervision Given: May exercise technical and functional supervision over assigned and matrixed staff.

JOB DUTIES

1. Develops, coordinates, and implements the enterprise-wide business continuity plan; prepares associated long-range plans, defines objectives, and prepares a forecast of financial needs and related budget; assists with regular updates of business impact analyses, risk assessments, and recovery point and recovery time objectives; and outlines the scope of work and specific tasks associated with the recovery process.

2. Assesses the program's needs as they relate to key business functions; identifies critical business needs and associated management issues, advises appropriate staff, recommends solutions, and resolves complex problems; and regularly reviews plans to address new and changing business requirements.

3. Analyzes program goals, objectives, and priorities; recommends modifications for improving program efficiency to management staff; and incorporates approved modifications.

4. Is a key member of an interdisciplinary steering committee, the Emergency Management Working Group, representing stakeholder interests and regularly reports to executive management and the Board of Directors on district-wide business continuity programs and issues; manages program consultants and vendors; and performs complex professional project management work as a member of a project team.

5. Monitors and evaluates the efficiency and effectiveness of program methods and procedures; develops reports and makes presentations to management on key business continuity issues

pertaining to the entire program or individual project activities; and manages and serves as system administrator for Metropolitan's Business Continuity Program Management Systems in the Fusion Framework system.

6. Performs and reviews project management planning and project control including related annual work plans, progress, cost forecasting, variances, change management, scheduling, close-out procedures, and project summary reports; maintains master schedules and informs management of potential scheduling conflicts; and prepares and reviews mission statement, objectives, scope, task, schedules, budgets, and resources.

7. Provides training and assistance to staff responsible for the development, implementation, and maintenance of business unit recovery plans; schedules and coordinates exercises for plan validation and identification of needed revisions; and oversees implementation of action items identified during the testing and exercise process.

8. Coordinates with records and data coordinators to educate employees on programs and procedures currently available that will aid their recovery efforts and protect Metropolitan information assets; and in conjunction with information technology disaster recovery and systems operations to ensure that all essential recovery requirements are met.

9. Analyzes proposed and current legislation and governmental policies, rules, and regulations; works with internal resources on various program issues; benchmarks Metropolitan's program to industry best practices; and determines their impact and develops recommendations for compliance.

10. Prepares and presents reports on program status to the Board, management staff, other departments, outside agencies, and the public.

11. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which four years must have been in a Supervisory, project management, or lead position; or an advanced degree (i.e., master's or doctorate) from an accredited college or university and ten years of increasingly responsible relevant experience, of which four years must have been in a Supervisory, project management, or lead position.

Required Knowledge of: Business continuity management processes; emergency management theory and practice; current business and organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting practices and procedures; management and supervisory concepts and techniques; team building; budgetary concepts and procedures; relevant federal, state, and local laws; project management; and trends and emerging technologies in business continuity management processes.

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Required Skills and Abilities to: Manage a diverse work force; plan, organize, and review the work of subordinates; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; mentor, develop, and motivate staff; determine training needs of staff; exercise judgment and discretion; interpret and analyze results; communicate orally and in writing on administrative and technical topics; represent Metropolitan to public agencies, regulatory bodies, special interest groups, and members of the public; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups, and the public; use business applications such as word processing and spreadsheets; and prepare presentations for executive management, Board of Directors, member agencies, and the media. Serve as subject matter expert in business continuity.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates
- None

Licenses
- Valid California Class C Driver License

Registrations
- None

DESIRABLE QUALIFICATIONS
Direct experience managing business continuity, disaster recovery, and/or crisis management/emergency response programs; certification in project management [e.g., Project Management Professional (PMP)]; Degree or certificate in Business Continuity or professional certification in Business Continuity (e.g., Certified Functional Continuity Professional designation from the Disaster Recovery Institute, Certificate of the Business Continuity Institute (CBCI) designation, Certified Continuity Manager from Institute for Business Continuity Training, etc.); experience with business continuity planning and management tools such as Fusion Framework; experience with emergency notification systems such as those provided by MIR3

PHYSICAL DEMANDS/WORK ENVIRONMENT
The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

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Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment,   avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements

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