

**SUSAN V. LOEFFLER**

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## **SUMMARY OF QUALIFICATIONS**

DeKalb Emergency Management Director with 26 years of experience in firefighting, emergency medical services, and emergency management. Field experience in Emergency Medical Service as a paramedic and firefighting experience as an NPQ-II Firefighter. Leadership experience as a Lieutenant and Captain in the field; Battalion Chief experience in Special Operations, including HAZMAT, Dive Team, GSAR, K-9 Team, and DECON as well as Quality Assurance and Improvement, Chief of Fire Academy, and Chief of Administration and Logistics, Deputy Director of DeKalb Emergency Management Agency. Currently Director of DeKalb Emergency Management Agency for five years.

## **EXPERIENCE**

### **DIRECTOR, DEKALB EMERGENCY MANAGEMENT AGENCY**

2013-PRESENT

Oversees operations of DeKalb Emergency Management Agency. Liaison to external staff including UASI, RCH Coalition executive Committee (Regional Coordinating Hospital), GEMA, FEMA, Board of Health, Region III EMA Council and other emergency management organizations as well as internal DeKalb County departments. Oversees major planning efforts for DeKalb County such as Continuity of Operations plan, Emergency Operations Plan and Hazard Mitigation planning. Manages daily activities of 7-person staff and up to 13-person staff during disaster.

### **DEPUTY DIRECTOR, DEKALB EMERGENCY MANAGEMENT AGENCY**

2011-2013

Managed operations of EMA department to plan, prepare for, mitigate and respond to disasters. Liaison to external staff including UASI, hospital administrators, GEMA, Board of Health, and other emergency management organizations. Managed daily activities of 3-person staff.

### **CHIEF OF ADMINISTRATION AND LOGISTICS, DEKALB FIRE RESCUE**

2010-2011

Managed daily operations and employees of Personnel Department, Public Education Unit, Fire Shop, Fire Supply, Fleet and Facilities Management. Oversight of 2/3 of Fire Rescue's annual budget. Selected by Public Safety Director to be named Deputy Director of Emergency Management.

### **CHIEF OF FIRE ACADEMY, DEKALB FIRE RESCUE**

2009-2010

Managed daily operations, staff and 100+ recruits in the Fire Academy. Responsible for overseeing annual recertification classes, licensing, and updates for 900+ employees, including Fire and EMS

certifications. Liaison with outside agencies including State Fire and EMS agencies and the Medical Director. Chosen for Region III EMS Council by the DeKalb County Board of Commissioners.

#### CHIEF OF QUALITY ASSURANCE AND IMPROVEMENT, DEKALB FIRE RESCUE 2007-2009

Responsible for daily oversight of Patient Care Reports and Fire Reports. Created computer-based PCR Quality Assurance software program with external software developer to establish an enhanced review protocol, to increase accountability, to identify trends in patient care, to capture patient data countywide, and to update to a paperless tracking system. Instituted Fire Report reviews, which included data collection and retraining to reduce reporting errors.

#### CHIEF OF SPECIAL OPERATIONS, DEKALB FIRE RESCUE

2004-2007

Provided supervision and oversight of fire specialty teams: HAZMAT, Dive Team, GSAR, K-9 Team, and DECON. Managed all departmental budgets, training schedules of drills and exercises with internal and external departments as well as GEMA and surrounding counties and wrote grants for specialty equipment, gear and vehicles.

#### CAPTAIN, DEKALB FIRE RESCUE

2003-2004

Field officer in charge of station duties, scheduling, equipment inventory and ordering, review of fire and EMS reports; responded to medical and fire calls. Voluntarily rode with the Fire Battalion Chief to gain experience in the field of fire during off hours. Assigned as aid to the Assistant Chief for 6 months to gain fire and supervisory experience.

#### LIEUTENANT, DEKALB FIRE RESCUE

2000-2003

Supervised 6 EMS units and their staff, scheduling, maintained pharmaceutical inventories per unit, responded to Advanced Life Support calls and reviewed Patient Care Reports. Volunteered to cross-train when DeKalb Fire and EMS merged in 2002; graduated in one of the first Paramedic/Firefighter classes at DeKalb Fire Rescue. Assigned to Station 20 and rode Engine 20 for 11 months to complete training.

#### PARAMEDIC, DEKALB EMERGENCY MEDICAL SERVICES

1993-2000

Field paramedic assigned to shifts in multiple fire stations serving DeKalb County. Responded to emergency medical calls, rehabilitation on fire calls, kept inventory on units, transported patients to hospitals, and wrote Patient Care Reports.

#### EDUCATION

Bellevue University- MSEM, Masters in Emergency Management, Complete January 2017

Bellevue University - BS, Healthcare Management, 2013

Georgia Public Safety Training Center- Advanced Emergency Manager, 2013 to present

Georgia Public Safety Training Center- Basic Emergency Manager, 2013

Fulton County Training Center - License, Paramedic, 1991

Georgia Perimeter College - License, Emergency Medical Technician, 1990

West Georgia College - Biology/Chemistry major, 1982-1987

Robert L. Osborne High School - graduated 1982

#### SKILLS

Effective communicator

Proven management skills

Organized and self-motivated

Team oriented

Strong work ethics

Respected leader

Consistently receives Far Exceeds Standards on annual reviews

#### CERTIFICATIONS

NIMS 300, 400 Instructor, 2016

Advanced Certified Emergency Manager Ga, 2015

Advance Cardiac Life Support Instructor, 2015

Certified Emergency Manager, 2015

Pediatric Life Support Provider, 2015

Healthcare Provider, 2015

Rules of Engagement, 2010

Fire, Health and Safety Officer, 2009

All-Hazards Safety Officer, 2008

All-Hazards Liaison Safety Officer, 2008

Command and Control at Multiple Alarm Incidents, 2008

Advanced Disaster Life Support, 2007

Interior Search and Rescue, 2006

Incident Command 300 & 400, 2006

NPQ Fire Instructor, 2005

Arson Certification, 2005

Incident Command 100 & 200, 2005

IS 700 & 800, 2005

Leadership I, II & III, 2004

Acting Officer in Charge, 2004

Incident Safety Officer, 2004

NPQ Fire Evaluator, 2004

Fire Apparatus Operator, 2004

HAZMAT Operations, 2004

Managing Company Tactical Operations, I, II & III, 2003

NPQ I & II Firefighter, 2002

REFERENCES AVAILABLE UPON REQUEST