### DUTY #1: Administer FPM Programs

**Tasks:**
- Review local, state, and federal development regulations
- Perform pre-development meetings (e.g. owners, developers, design professionals)
- Process floodplain development permits
- Review elevation certificates
- Conduct code compliance inspections
- Conduct and participate in CAVs / CACs
- Conduct site inspections (e.g. construction, pre-development, mitigation, post-development, complaint)
- Maintain records and documentation (e.g. ECs, Permit Files, Repetitive Loss)
- Review variance requests
- Develop floodplain ordinances
- Interpret floodplain ordinances
- Implement higher regulatory standards (e.g. NAI, CRS, LID)
- Develop policy / position papers
- Address floodplain ordinance violations (e.g. 1316, stop work orders, legal action)
- Coordinate floodplain activities (e.g. Federal, State, Local and other agencies)
- Provide technical expertise regarding floodplain management issues to policy makers

### DUTY #2: Perform Hazard Identification & Risk Assessment

**Tasks:**
- Document flood events
- Collect localized data (e.g. rainfall, streamgage data, historical flooding info.)
- Evaluate levee certification
- Develop levee breach maps
- Develop levee protection zone maps
- Evaluate dam safety
- Develop watershed master plans
- Develop storm water management plans
- Develop master drainage plans
- Develop hazard mitigation plans
- Identify Repetitive Loss (RL) and Severe Repetitive Loss (SRL) areas
- Identify unique risks (e.g. ice jams, erosion, tsunamis)
- Promote placement and retention of stream and tidal gages
- Identify locations for warning signs (e.g. evacuation, staff gages, flood risk)

### DUTY #3: Perform Outreach Activities

**Tasks:**
- Promote higher development standards (e.g. No Adverse Impact (NAI), freeboard, Community Rating System (CRS))
- Prepare press releases for the media
- Participate in media interviews
- Develop and publish outreach brochures and handouts
- Distribute outreach brochures and handouts
- Assist with website development
- Develop outreach partnerships with other agencies (e.g. NOAA utility mail-outs, watershed, council)
- Provide training to other professional groups (e.g. engineers, surveyors, realtors)
- Organize state and regional conferences
- Conduct training workshops and seminars
- Publish FPM newsletters
- Develop and provide public service announcements
DUTY #4: Perform Customer Service Activities
Tasks:
- Provide flood map information (e.g. BFE, flood zone, map index)
- Provide general technical assistance to customers (e.g., construction techniques, site-specific risk, assess insurance information)
- Provide technical assistance in resolution of flood insurance problems
- Provide program information (e.g. NFIP, CRS, UHMA)
- Refer customers to other agencies/resources (e.g. website, contractors, Corps of Engineers (COE))
- Explain processes to customers (e.g. regulations, LOMCs, permits)

DUTY #5: Perform Mapping Activities
Tasks:
- Review Letters of Map Change (LOMCs) and newly generated Base Flood Elevation (BFE) data
- Support hydrologic and hydraulic (H&H) analyses for riverine, coastal, and other areas
- Develop future conditions floodplain map
- Determine best available data (e.g. topo, historical flooding, H&H)
- Support community coordination during flood risk mapping process
- Organize GIS datasets
- Serve as map/digital data repository

DUTY #6: Perform Mitigation and Preparedness Activities
Tasks:
- Implement Community Rating System (CRS) program
- Develop flood warning systems programs
- Develop Best Mgmt. Practices (BMPs) for Low Impact Development (LID) and green infrastructure
- Pursue mitigation and planning grants/funding
- Promote No Adverse Impact (NAI)
- Participate in local emergency management planning
- Implement Hazard Mitigation Plans
- Assist emergency action/response plans

DUTY #7: Perform Disaster Response & Recovery Activities
Tasks:
- Implement emergency response plans
- Coordinate with ICS
- Participate in preliminary damage assessment
- Document extent of flooding
- Conduct damage assessment survey
- Assess substantial improvement/damage
- Implement disaster recovery/debris management plans
- Rectify compliance issues
**DUTY #8: Perform Administrative Activities**

Tasks:
- Manage program budgets
- Develop funding mechanisms (e.g. stormwater, utilities, grants, special funding)
- Generate quarterly and annual programmatic and fiscal reports
- Author correspondence and reports
- Attend agency and interagency meetings
- Manage staff
- Provide employee training
- Manage files
- Maintain contact lists
- Develop business plans (e.g. five year, short-term, long-term)
- Develop policies, procedures, and guidelines
- Populate program databases (e.g. CIS, MIP)
- Prepare RFPs and bid documents
- Develop professional service contracts

**DUTY #9: Pursue Professional Development**

Tasks:
- Maintain professional certifications (e.g. CFM, P.E., NIMS)
- Participate in conferences, training, and workshops
- Participate in committees and taskforces and special projects
- Pursue higher education / certifications
- Participate in professional organizations
- Mentor new FPMs

**General Knowledge and Skills**

- 44 CFR 60.3(a)(2) Review proposed development to assure that all necessary permits have been received from those governmental agencies from which approval is required by Federal or State law, including section 404 of the Federal Water Pollution Control Act Amendments of 1972, 33 U.S.C. 1334
- Understand implications of insurance side
- Maintain contacts with FEMA, etc.
- Conflict resolution
- Mediation skills
- Stress management skills
- Communication skills (written, verbal, listening)
- Time management
- Interpersonal skills
- Meeting facilitation
- Organizational skills
- Facilitation skills
- Knowledge of construction techniques
- Knowledge of floodplain mapping process
- Knowledge of building codes
- Knowledge of natural and beneficial functions
- Problem solving skills
- Hydrology and Hydraulics concepts
- Knowledge of structural and nonstructural floodproofing methodologies
- Emergency mutual aid agreements (EMAC)
- Cultural Sensitivity
- Knowledge of Incident Command System (ICS)
- Understanding of dam breech and inundation risk

Most appropriate to a State Floodplain Manager / NFIP Coordinator
General Knowledge and Skills (Continued)

- Knowledge of GPS
- Development standards
- Stormwater management techniques
- Computer and software literacy
- Keyboarding skills
- Common sense
- Community / State / Federal resources
- Leadership
- Decision Making
- Mental health and social issues (staff, customers)
- Customer service skills
- Basic economics including Benefit Cost Analysis (BCA)
- Basic math/statistics
- Grant writing / opportunities
- Planning & zoning concepts
- GIS concepts
- Permitting process
- Public speaking
- Environmental regulations
- Environmentally sensitive / protected areas
- COBRA zones
- Multi-lingual
- Geomorphology