
JOSEPH WEBBER

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OBJECTIVE

A challenging opportunity as an ER (Emergency Response) Manager, Corporate Security Planner, or Crisis Communication Expert.

PROFILE

An innovative leader in the design, implementation, and training aspects of ER Preparedness programs. Expert in assessing ER requirements and interpreting the implications of government policy and world events for ER planning. A skilled communicator, both orally and in writing, who relates very well with employees and the public. An effective team player with outstanding interpersonal, communication, and leadership skills. Background in law enforcement; deals well with the public when under stressful work conditions. Highly self motivated with a dynamic and outgoing personality.

SKILL HIGHLIGHTS

Emergency Response Leadership...

- Created the ER Department and established an ER Centre for a medium-sized commercial airline company.
- Developed and implemented the ER Plan, the ER Training Program, the Bomb Threat Training Program, and the Spill Response Plan Training Program.
- Recruits and trains the ER teams of 50-plus employees through training sessions and drills.
- Reviews information such as news sources and government policy announcements, and updates the company's ER policies and training in response to factors such as regulatory changes and global events (i.e. 9/11).
- Communicates continually with other ER organizations to ensure the preparedness of the airline.

Communication Skills...

Technical Writing

- Wrote and continually updates an 800-page ER Manual.
- For Flyhigh Airways, assisted with developing a Flight Attendant Manual and a 5-week Flight Attendant Training Program, both of which received Federal Department of Transport approval.

Presentations and Facilitations

- Continually presents on ER topics to local companies, community groups, and educational institutions.
- Facilitated the five-week Flyhigh Airways Flight Attendant Training Program.

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Business Acumen...

- As one of the very first employees of Flyhigh Airways, participated in much of the business planning, hiring, and training.
- Operated and managed the family business (a successful retail outdoor clothing store in Seattle's Pike Street market tourist district) for almost ten years (1977 to 1986).

Interpersonal Strengths...

- Enjoys working with people and works well with them in a wide variety of situations.
- Leads by example and enjoys being in positions of great responsibility.
- A very experienced supervisor, having worked with ER students, flight attendants, prisoners, police officers and mail carriers.
- Empathetic, compassionate, and diplomatic.

Personal Attributes...

- Highly organized and focused; enjoys making detailed plans and coordinating events.
- Focuses well on fine details and is quality-conscious and very thorough, yet understands the broader context of ER programs.
- Thrives in stressful situations and maintains a calm demeanour.

EMPLOYMENT HISTORY

Flyhigh Airways, Seattle, WA

Emergency Planning Manager

February 2002 — Present

Founded, runs, and maintains the Emergency Response function for the airline.

Cabin Services Supervisor

February 2002 — Present

Oversees the smooth operation of all aspects of in-flight safety and services on all flights.

Superservice Airlines, Chicago, IL

Senior Flight Attendant

January 1997 — November 2001

Supervised crews of flight attendants.

Seattle Police Department, Seattle, WA

Police Custodial Guard

March 1994 — January 1997

Cared for prisoners under very stressful working conditions. Activities included processing (searching, booking and fingerprinting prisoners), supervision, responding to conflicts and medical emergencies, and assisting with investigations.

United States Postal Service, Seattle, WA

Postal Inspector

August 1991 — November 1991

Gathered evidence, patrolled routes, dispatched carriers and performed administrative duties.

Seattle Police Department, Seattle, WA

Reserve Police Officer (Corporal)

September 1988 — January 1998

Supervised and trained junior officers. Administered all aspects of law enforcement such as traffic control, patrol shifts, and participating in Community Relations Programs.

Bell Telephone, Renton, WA

Service Centre Clerk

May 1987 — November 1990

Dispatched technicians and provided telephone support to customers.

VOLUNTEER EXPERIENCE

Victim Witness Unit, Seattle Police Department

Crisis Worker

January 1997 — November 2001

Provided emotional and physical support to crime victims and witnesses.

EDUCATION

Reserve Constable Training, Seattle Police Department, Seattle, WA **1998 – 1989**

Victim and Witness Services Training, Seattle Police Department, Seattle, WA **1984**

Security, Access Control, & Patrolling Courses, Seattle Vocational Institute, Seattle, WA **1985**

Tourism, Domestic Air, Customer Relations, and Communications,
Western Washington Institute of Technology (WWIT), Bellevue, WA **1982, 1984, 1987**

Language Studies (German, Spanish, & English)
Pacific Community College **1980**

CERTIFICATIONS

- Standard Emergency First Aid and CM Level C
 - Automated External Defibrillation Provider
 - Cardiac Arrest Management
 - Washington State Driver's License (Class 3 – Dangerous Goods Cargo Carrier)
 - Blood Borne Pathogen Training
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