

## The Community CRS Coordinator

The CRS Coordinator is the person designated by a community's Chief Executive Officer to be the official point of contact between the community and the program staff of the Community Rating System. The CRS does not have specific requirements for the CRS Coordinator position, but communities can consider the following guidelines.

### Qualifications

- The CRS Coordinator should be familiar with the National Flood Insurance Program and the community's floodplain management activities.
- The person will need to be recognized as speaking for the CEO when documentation and assistance are requested from the various community offices and departments.
- The person does not have to be a community employee. Communities have had successful CRS Coordinators who have been employees, elected officials, staff from a regional agency, contractors, and citizen volunteers. However, the CRS Coordinator does need the confidence of the CEO and must be authorized to sign CRS-related documents on behalf of the community.

### Duties

- Become familiar with the CRS's operation, prerequisites, and credited activities.
- Assemble, coordinate, and maintain the documentation for the community's CRS application, modifications, cycle verification visits, and annual recertifications.
- Complete and sign the community's CRS Activity Worksheets.
- Coordinate verification visits with the ISO/CRS Specialist. This includes lining up representatives from the offices that implement the credited activities so that they can participate in the visit.

### Recommendations

- Most, if not all, CRS-credited activities are implemented not by the CRS Coordinator but rather by other offices and departments. Getting the needed documentation and other cooperation from those offices is vital. An effective CRS Coordinator should know what the other offices do and be able to work with them.
- Some CRS-credited activities can be implemented by other agencies, organizations, and private companies. The CRS Coordinator should be able to work with and coordinate with the public, local insurance agents, real estate agents, and other private and/or non-profit sector groups that are involved in floodplain management activities in the community.
- The CRS Coordinator should be an energetic person who is committed to floodplain management and to improving his or her community.
- The CRS Coordinator should learn about the full range of activities that are credited by the CRS, including those that the community is not currently implementing.
- The CRS Coordinator should be a Certified Floodplain Manager,<sup>®</sup> have two years of floodplain management experience, and/or have graduated from the National Flood Insurance Program class (E 273) at FEMA's Emergency Management Institute (EMI). These are also the prerequisites for attending the four-day EMI class that covers the CRS (E 278). The class is voluntary, but is recommended for new CRS Coordinators.
- CRS Coordinators can benefit from the professional support and shared experiences that come from participating in their state floodplain management association and/or local CRS users group.

More information about the EMI classes and the CRS users groups is available from the ISO/CRS Specialist.