NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

SEOC DIRECTOR

Version: March 2024

Check the appropriate position type:

☐ Single Type   *(All WVEMD SEOC positions are Single Type)*

POSITION TASK BOOK ASSIGNED TO:
TRAINEE'S NAME:
DUTY STATION:
PHONE NUMBER:
E-MAIL:
POSITION TASK BOOK INITIATED BY:
OFFICIAL'S NAME:
TITLE:
DUTY STATION:
PHONE NUMBER:
E-MAIL:
POSITION TASK BOOK WAS INITIATED:
LOCATION:
DATE:

Required Training

The following courses are required for full PTB completion:

CATEGORY	CODE	TITLE
General	IS-100	Introduction to the Incident Command System
	IS-200	Basic Incident Command System for Initial Response
	IS-700	An Introduction to the National Incident Management System
	IS-800	National Response Framework, An Introduction
Professional Development Series	IS-120	An Introduction to Exercises
	IS-230	Fundamentals of Emergency Management
	IS-235	Emergency Planning
	IS-240	Leadership and Influence
	IS-241	Decision Making and Problem Solving
	IS-242	Effective Communication
	IS-244	Developing and Managing Volunteers
Advanced ICS	G-0191	Emergency Operations Center/ICS Interface
	IS-2200	Basic Emergency Operations Center Functions
	ICS 300	Intermediate ICS for Expanding Incidents
	ICS 400	Advanced ICS

Recommended Training

The following courses are **not** required for full PTB completion, but are recommended to enhance your understanding of this position:

CATEGORY	CODE	TITLE
Position Specific	E/L 950	NIMS ICS All-Hazards Position Specific, Incident Commander

Task Completion Codes

- (C) – Task performed in a classroom or training setting.
- (E) – Task performed during full-scale exercise.
- (F) – Task performed during a functional exercise.
- (T) – Task performed during a tabletop exercise.
- (I) – Task performed during a real-life incident or event.
- (J) – Task performed during day-to-day job duties.
- (A) – Task may be endorsed at any time.

Task Category: **Perform action tracking**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Collect and track open tasks, issues and action items through resolution.	E, F, I		
2. Communicate about tasks, issues, and action items horizontally and vertically as necessary to create awareness and ensure completion.	E, F, I		

Task Category: **Establish EOC support for incident/event**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
3. Open/activate EOC and initiate EOC personnel notification: ● Initiate EOC alert and activation procedures ● Determine activation level and necessary staffing based on initial information gathering and established guidelines/plans ● Coordinate with EOC facility management to ensure the EOC infrastructure is operational and determine personnel support needs	E, F, I		
4. Establish and maintain communications with incident command, local EOC, and other function-specific operations, such as public health, to clarify roles and responsibilities and discuss support requirements: ● Discuss incident support requirements to clarify scope of incident command responsibilities versus EOC responsibilities ● Obtain initial situation information	E, F, I		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
5. Identify and prioritize positions based on the nature of the incident/activation and available resources: ● Consider: ● Consequence management beyond immediate response impacts ● EOC's role in relation to the incident, such as operational, coordination, or support ● Establish process for resource requests for operational planning purposes	E, F, I		
6. Evaluate the need for collaboration with outside organizations to meet incident needs: ● Engage partner organizations	E, F, I, T		
7. Ensure EOC facility management and safety personnel establish processes and procedures to promote the health, safety, and welfare of EOC personnel.	E, F, I		

Task Category: **Coordinate EOC activities**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
8. Direct and coordinate EOC personnel: ● Ensure staff accountability for decisions and actions within their functional area. ● Ensure staff accountability for interactions and coordination with other functional areas. ● Ensure that EOC leaders consistently and effectively work together to manage incident support	E, F, I		
9. Ensure that EOC objectives and/or strategies for the operational period are reasonable, accurate, and consistent with incident objectives.	E, F, I		
10. Supervise and adjust EOC organization and operations as necessary, based on changes in incident situation and resource status: ● Communicate priorities and strategies throughout the EOC ● Establish and maintain health and safety procedures throughout the EOC ● Use and coordinate all assigned resources effectively ● De-conflict procedures and objectives of organizational elements ● Establish operational rhythm and daily briefing/debriefing schedule with EOC leaders	E, F, I		
11. Ensure staff actions are appropriate based on analyzed and validated information: ● Make adjustments in response to new information, changing conditions, or unexpected obstacles ● Identify and resolve problems that could affect the outcome of the incident: ○ Public messaging ○ Political issues ○ Conflicting objectives	E, F, I		
12. Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities.	E, F, I		
13. Ensure that operations consider socioeconomic, political, and cultural aspects.	E, F, I		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
14. Ensure EOC actions support recovery efforts: ● Ensure staff identify and execute initial recovery tasks ● Plan for and make necessary EOC decisions concerning recovery ● Ensure transition of recovery tasks	E, F, I		
15. Ensure financial management for jurisdictional activities: ● Consider reimbursement-related record keeping requirements ● Advise executives on financial matters related with jurisdictional activities, as necessary	E, F, I		
16. Ensure availability of legal advice relating to EOC activities.	E, F, I		
17. Support process improvement activities: ● Ensure personnel collect and analyze information regarding EOC activation and activities ● Enable staff to suggest process improvements and solutions during EOC operations ● Support process/performance improvement following EOC deactivation	E, F, I		
18. Ensure personnel complete incident documentation and appropriate administrative requirements, such as: ● Incident forms, including activity logs per operational period ● EOC action plan, in preparation for next operational period	E, F, I		
19. Ensure resource and financial paperwork meets reimbursement criteria: ● Personnel equipment and time records ● Other reimbursement requirements	E, F, I		
20. Ensure personnel appropriately handle classified or restricted information, such as: ● Personally Identifiable Information (PII) ● Health Insurance Portability and Accountability Act (HIPAA) ● For Official Use Only (FOUO)	E, F, I, J		
21. Plan for deactivation and ensure that staff follow deactivation procedures.	E, F, I		

Task Category: Ensure proper support for resource needs and requests, including allocation and tracking

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
22. Forecast resource needs based on analysis of incident potential: ● Understand relevant external resource sources, such as Federal, state, mutual aid, and contracting	E, F, I, T		
23. Ensure the proper receipt and assignment of resource requests: ● Demonstrate familiarity with process for requesting or mobilizing resources through EMAC and/or other mutual aid systems ● Demonstrate familiarity with process for requesting resources from state or Federal governments ● Demonstrate familiarity with process for requesting resources from the private sector and not-for-profit organizations.	E, F, I		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
24. Operate, develop, or maintain a resource ordering and tracking system: ● Establish or verify a process for tracking resource requests made to or by the EOC	E, F, I		
25. Ensure personnel properly manage requests for assistance: ● Prioritize requests ● Prioritize resources to fulfill requests ● Coordinate with other responding organizations, such as neighboring jurisdictions ● Properly assign tasks to the appropriate staff or representing agency ● Consider logistical and financial constraints	E, F, I		

Task Category: **Ensure development and coordination of plans**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Develop clear and concise EOC objectives and/or strategies commensurate with available resource and incident objectives: ● Ensure they are measurable and attainable ● Ensure they meet Policy Group's direction ● Monitor incident status and priorities and develop alternate strategies when necessary	E, F, I		
27. Ensure development of an EOC action plan, considering the following: ● Size and complexity of incident ● Incident agency/organization policies and procedures ● Time frames and schedules ● Job performance expectations ● Supported agency expectations and needs	E, F, I		
28. Ensure preparation of EOC action plan for the next operational period: ● Determine objectives for next operational period ● Review and approve tasks and work assignments for next operational period ● Advise on current capabilities and limitations ● Determine resource needs or excess ● Approve EOC action plan	E, F, I		
29. Ensure development of appropriate contingency plans and future plans (more than one operational period in the future).	E, F, I		
30. Monitor implementation of plans.	E, F, I		

Task Category: **Ensure collection, analysis, and sharing of information internally and externally**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

31. Establish and continuously validate critical information requirements: ● Establish essential elements of information and how they will be shared, including key resource status	E, F, I		
32. Ensure personnel initiate, regularly produce, and disseminate situation reports: ● Recognize when to initiate a situation report and what to include in the report ● Approve situation report before dissemination ● Ensure staff distribute situation reports to appropriate recipients	E, F, I		
33. Ensure staff gather and analyze information on current and changing situations to determine action: ● Ensure close coordination with on-scene personnel	E, F, I		
34. Communicate with Federal, state, tribal, or local agencies, such as emergency management or Homeland Security: ● Share status of key resources	E, F, I		

35. Provide appropriate information to elected officials and senior leaders:
● Identify reporting requirements from senior officials and Policy Group
● Ensure the development of briefing materials for executives
● Advise Policy Group on:
  ○ Creating or amending policies
  ○ Enacting emergency protective measures
  ○ Allocating scarce resources
  ○ Strategic-level guidance
  ○ Policy-level outreach actions
	E, F, I		

36. Transmit Policy Group and leadership direction within the EOC organization.	E, F, I		

37. Work with Public Affairs to determine appropriate public outreach methods for the incident:
● Consider:
  ○ Partnering with a call center
  ○ Using social media, media interviews, press releases, and public meetings
● Present a knowledgeable and credible image to the public and the media
	E, F, I		

38. Ensure public information coordination with other incident public information personnel: ● Evaluate the need to establish a Joint Information System (JIS) and Joint Information Center (JIC)	E, F, I		
39. Ensure a there is a method to disseminate public information and warning.	E, F, I, J		
40. Review and approve information releases: ● Follow established information protocol for information releases ● Ensure that releases are timely and accurate ● Develop public messages with the Public Information Officer (PIO) or public affairs function, as necessary	E, F, I		
41. Ensure information is communicated horizontally within the EOC: ● Ensure EOC functions coordinate and share relevant information ● Ensure leaders share information with their teams and across teams	E, F, I		

Task Category: **Complete common coordination and accountability tasks associated with all positions within the EOC**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
42. Demonstrate understanding of EOC activation and operations, including how your function relates to other incident support activities: ● Demonstrate general awareness of local risks and hazards	C, E, F, I, T		
43. Maintain positive, calm demeanor to promote a positive work environment.	E, F, I		
44. Demonstrate effective communication skills, such as the ability to translate technical jargon into plain language.	E, F, I, J		
45. Comply with relevant health and safety requirements.	E, F, I		
46. Demonstrate understanding of EOC Continuity of Operations (COOP), succession, emergency procedures, and safety guidelines.	C, E, F, I, T		
47. Participate in the EOC planning process.	E, F, I		
48. Participate in appropriate EOC meetings and briefings related to your assigned function.	E, F, I		
49. Follow general internal and external information flow processes: ● Demonstrate knowledge of information management systems, such as incident management software	E, F, I		
50. Manage essential elements of information and critical information requests in accordance with processes and procedures: ● Follow EOC approval authorities ● Properly handle Personally Identifiable Information (PII) and sensitive information ● Provide proper documentation for record-keeping and accountability ● Provide information for reports and leadership decisions	E, F, I		
51. Practice proper knowledge management processes and procedures: ● File structures ● Naming conventions ● Archiving processes ● Position logs	E, F, I		
52. Follow processes for resource requests, prioritization, deployment, tracking, reassignment, and demobilization.	E, F, I		
53. Participate in orderly transition of resources and processes from response to recovery.	E, F, I		
54. Transfer responsibilities upon completion of assignment: ● Transfer to replacement, recovery personnel, or other responsible party ● If necessary, shift responsibilities to a non-disaster/day-to-day job	E, F, I		
55. Participate in EOC training and exercises.	E, F		
56. Participate in after action review and improvement planning.	E, F, I, T		

Task Category: Collect and store documents and records

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
57. Follow document and records management procedures and policies.	E, F, I		
58. Brief EOC personnel on document management processes and related staff responsibilities.	E, F, I		
59. Monitor, review, and assess activity logs, charts, and records for completeness and follow up on any that are incomplete.	E, F, I		
60. Collect and package information for after action review.	E, F, I		

Task Category: Provide documents and records upon request

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
61. Monitor compliance with information management processes and procedures.	E, F, I		
62. Perform real-time documentation collection and storage.	E, F, I		
63. Archive documents such as activity logs, charts, and records.	E, F, I		
64. Respond to internal requests for archived information, such as: ● Lessons learned from past disasters, incidents, and events ● Previous incident information	E, F, I		

Task Category: Promote the safety of EOC personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
65. Monitor weather and other external conditions that could affect EOC facilities and the availability of EOC personnel, and communicate protective actions.	E, F, I, J		
66. Communicate and support relevant health and safety requirements and procedures: ● Brief EOC personnel on emergency procedures and safety guidelines ● Spot-check operations to ensure compliance with safety requirements ● Address EOC safety hazards and implement mitigation strategies	E, F, I		
67. Develop and provide facility safety plan and briefing: ● Communicate locations of automated external defibrillators (AED), fire extinguishers, evacuation routes, and shelter-in-place areas	E, F, I, J		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
68. Identify and inform EOC personnel about mental health resources.	E, F, I, J		

Task Category: Be proficient in the job, both technically and as a leader

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
69. Exhibit principles of duty, respect, and integrity by, for example: ● Making sound and timely decisions ● Seeking and accepting responsibility for actions	E, F, I		
70. Demonstrate understanding of EOC and Policy Group roles, responsibilities, and authorities: ● Describe how this mission may change in a different organization, jurisdiction, or operating environment	E, F, I, J, T		
71. Demonstrate understanding of external sources of assistance: ● What resources could be available ● When they could become available ● How to acquire them ● Necessary approvals	E, F, I, J, T		
72. Communicate vertically and horizontally to facilitate and inform decision-making: ● Communicate options, considerations, and recommendations ● Keep subordinates informed	E, F, I		
73. Help develop strategies and tasks to support the goals and objectives of incident command or the EOC.	E, F, I		
74. Obtain relevant information for operational decisions.	E, F, I		
75. Guide personnel as they identify and address gaps in critical information.	E, F, I		
76. Establish metrics and benchmarks for program performance and monitor progress through completion.	E, F, I, J		
77. Monitor and manage stakeholder expectations: ● Communicate policy, process, and procedural changes	E, F, I		
78. Order and organize resources to achieve objectives: ● Understand constraints and limitations	E, F, I, J		
79. Continuously evaluate EOC processes, procedures, and priorities: ● Coordinate with performance improvement personnel	E, F, I, T		
80. Suggest ways to improve processes and procedures, and then help implement improvements: ● Facilitate conversations about process performance ● Assess processes ● Determine gaps ● Take steps for improvement	E, F, I		

Task Category: Supervise staff to ensure understanding and accomplishment of duties and tasks

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
81. Use leadership styles appropriate to the situation.	E, F, I		
82. Establish and communicate processes and procedures.	E, F, I		
83. Assign tasks and clearly communicate expectations.	E, F, I		
84. Emphasize and foster teamwork.	E, F, I		
85. Manage conflict and coordinate problem-solving: ● Manage conflicting viewpoints ● Assess alternative courses of action ● Determine and communicate a way forward ● Ensure follow-through and escalate to appropriate level as necessary	E, F, I		
86. Prepare and discuss feedback with subordinates: ● Monitor performance and discuss task understanding ● Evaluate performance and complete personnel performance evaluations	E, F, I		
87. Support the health, safety, and welfare of assigned personnel: ● Direct operations based on health and safety considerations and guidelines ● Ensure that personnel follow safety guidelines appropriately ● Spot-check operations to ensure compliance with safety guidelines ● Make resources available to support staff health and safety ● Monitor staff for mental and physical fatigue	E, F, I		

Task Category: **Coordinate to foster unity of effort**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
88. Establish and maintain positive interpersonal and interorganizational working relationships.	E, F, I, J		
89. Demonstrate ability to influence others outside your chain of command.	E, F, I, J		
90. Ensure staff activities align with the EOC's operational rhythm.	E, F, I		

Task Category: **Understand and validate the resource requirement**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
91. Communicate with requestor as necessary to understand mission and resource requirements.	E, F, I		
92. Apply awareness of the situation to initially validate resource request and anticipate unrequested resource needs.	E, F, I		

Task Category: **Communicate requirement in plain language and use national standards and common terminology**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
93. Work with subject matter experts to describe resource requirements: ● Scope the request in terms of capability rather than in terms of specific resources ● Incorporate national resource typing definitions, as available ● Demonstrate awareness of national standards and common terminology for personnel and resources ● Verify request details and address missing information	E, F, I		
94. Implement a resource management process, including using forms, following timelines, and identifying responsible parties: ● Use national standards and common terminology to promote ease of use	E, F, I		