



NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF
LIAISON OFFICER

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
Advanced ICS	G-0191	Emergency Operations Center/ICS Interface
	IS-2200	Basic Emergency Operations Center Functions

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
Advanced ICS	ICS 300	Intermediate ICS for Expanding Incidents
	ICS 400	Advanced ICS
Position Specific	E/L 956	NIMS ICS All-Hazards Position Specific, Liaison Officer

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

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
3. Demonstrate understanding of EOC activation and operations, including how your function relates to other incident support activities: <ul style="list-style-type: none"> • Demonstrate general awareness of local risks and hazards 	C, E, F, I, T		
4. Maintain positive, calm demeanor to promote a positive work environment.	E, F, I		
5. Demonstrate effective communication skills, such as the ability to translate technical jargon into plain language.	E, F, I, J		
6. Comply with relevant health and safety requirements.	E, F, I		
7. Demonstrate understanding of EOC Continuity of Operations (COOP), succession, emergency procedures, and safety guidelines.	C, E, F, I, T		
8. Participate in the EOC planning process.	E, F, I		
9. Participate in appropriate EOC meetings and briefings related to your assigned function.	E, F, I		
10. Follow general internal and external information flow processes: <ul style="list-style-type: none"> • Demonstrate knowledge of information management systems, such as incident management software. 	E, F, I		

11. Manage essential elements of information and critical information requests in accordance with processes and procedures: <ul style="list-style-type: none"> ● 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		
12. Practice proper knowledge management processes and procedures: <ul style="list-style-type: none"> ● File structures ● Naming conventions ● Archiving processes ● Position logs 	E, F, I		
13. Follow processes for resource requests, prioritization, deployment, tracking, reassignment, and demobilization.	E, F, I		
14. Participate in orderly transition of resources and processes from response to recovery.	E, F, I		
15. Transfer responsibilities upon completion of assignment: <ul style="list-style-type: none"> ● Transfer to replacement, recovery personnel, or other responsible party ● If necessary, shift responsibilities to a non-disaster/day-to-day job 	E, F, I		
16. Participate in EOC training and exercises.	E, F		
17. 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
18. Follow document and records management procedures and policies.	E, F, I		
19. Brief EOC personnel on document management processes and related staff responsibilities.	E, F, I		
20. Monitor, review, and assess activity logs, charts, and records for completeness and follow up on any that are incomplete.	E, F, I		
21. 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
22. Monitor compliance with information management processes and procedures.	E, F, I		
23. Perform real-time documentation collection and storage.	E, F, I		
24. Archive documents such as activity logs, charts, and records.	E, F, I		

<p>25. Respond to internal requests for archived information, such as:</p> <ul style="list-style-type: none"> ● Lessons learned from past disasters, incidents, and events ● Previous incident information 	E, F, I		
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Task Category: Demonstrate an understanding of the authorities, policies, priorities, capabilities, constraints, and limitations of the organization/jurisdiction you represent

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Provide guidance on strategic priorities and resource support to incident personnel and stakeholders.	E, F, I		
27. Demonstrate knowledge of your organization's financial and legal regulations and general authorities.	E, F, I, J, T		
28. Demonstrate knowledge of the whole-community concept and of the impacted community's cultural sensitivities.	E, F, I, J, T		
29. Demonstrate awareness of your organization's operational and resource capabilities.	E, F, I, J, T		
30. Request and participate in relevant meetings and briefings.	E, F, I		
31. Work with legal counsel and EOC leadership to ensure informed decision-making.	E, F, I		
32. Authorize protective measures for life and safety, such as curfew and evacuation recommendations, based on legal authorities.	E, F, I		
33. Provide guidance and authorization for information-sharing with external agencies and the public.	E, F, I		
34. Interact with external government contacts, including those at the local, state, tribal, territorial, and/or Federal levels.	E, F, I		
35. Review and approve plans and procedures.	E, F, I		
36. Support the after action review and improvement planning process.	E, F, I		

Task Category: Demonstrate an understanding of coordinated response/Unified Command and the roles and responsibilities of the parties involved

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>37. Authorize external resource requests according to organizational authorities:</p> <ul style="list-style-type: none"> ● Memorandums of Understanding (MOU) ● Memorandums of Agreement (MOA) ● Mutual aid agreements ● Declarations 	E, F, I		
38. Understand the roles and relationships of the Policy Group, EOC, and other incident personnel.	E, F, I, T		

39. Demonstrate awareness of the impacted community, including, for example <ul style="list-style-type: none"> ● Rules and regulations ● Culture ● Demographics 	E, F, I, J, T		
40. Participate in organizational training and exercises.	E, F, I, T		
41. Help establish and communicate policy decisions.	E, F, I		
42. Monitor objectives, strategies, and tactics for the current operational period.	E, F, I		

Task Category: Advise EOC leadership and staff on legal matters and provide other legal services

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
43. Demonstrate knowledge of relevant laws, ordinances, regulations, authorities, and policies at local, state, tribal, territorial, and Federal levels.	E, F, I, J		
44. Demonstrate knowledge of local, state, tribal, territorial, and Federal procurement laws and procedures.	E, F, I, J		
45. Demonstrate knowledge of mutual aid agreements, Memorandums of Understanding (MOU), and Memorandums of Agreement (MOA).	E, F, I, J		
46. Brief or inform EOC personnel about legal advice available to guide EOC activities.	E, F, I		
47. Provide or arrange for legal advice relating to EOC activities.	E, F, I		
48. Provide guidance to senior leadership, Policy Group, and EOC personnel on potential legal risks and liabilities: <ul style="list-style-type: none"> ● Establish working relationships, including with external legal partners and subject matter experts ● Anticipate potential legal problems and facilitate their resolution 	E, F, I		
49. Coordinate with local, state, tribal, territorial, and Federal emergency management attorneys.	E, F, I, J		
50. Draft proclamations, declarations, emergency ordinances, and other legal documents in coordination with EOC leadership and local, state, tribal, territorial, and Federal officials.	E, F, I, J		