



NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

COMMUNICATION SPECIALIST

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 969	NIMS ICS All-Hazards Position Specific, Communications Unit Leader

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		

<p>11. Manage essential elements of information and critical information requests in accordance with processes and procedures:</p> <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		
<p>12. Practice proper knowledge management processes and procedures:</p> <ul style="list-style-type: none"> ● File structures ● Naming conventions ● Archiving processes ● Position logs 	E, F, I		
<p>13. Follow processes for resource requests, prioritization, deployment, tracking, reassignment, and demobilization.</p>	E, F, I		
<p>14. Participate in orderly transition of resources and processes from response to recovery.</p>	E, F, I		
<p>15. Transfer responsibilities upon completion of assignment:</p> <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		
<p>16. Participate in EOC training and exercises.</p>	E, F		
<p>17. Participate in after action review and improvement planning.</p>	E, F, I, T		

Task Category: Ensure that EOC infrastructure is operational

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>18. Demonstrate knowledge of key building maintenance support locations, such as:</p> <ul style="list-style-type: none"> ● Water/gas shutoffs ● Electrical panels ● Alarm panels ● Heating, ventilation, and air conditioning (HVAC) systems ● Closed-circuit TV cameras ● Communications towers ● Backup generators ● Fuel storage ● Fire extinguishers 	E, F, I, J		
<p>19. Ensure adequate communications access:</p> <ul style="list-style-type: none"> ● Coordinate with Information Technology (IT) and communications services to meet facility and staff needs ● Coordinate facility communications requirements with EOC leadership 	E, F, I, J		
<p>20. Adapt facility setup to meet EOC needs.</p>	E, F, I, J		
<p>21. Ensure that the facility is accessible:</p> <ul style="list-style-type: none"> ● Coordinate reasonable accommodations for those with access and functional needs ● Provide adequate parking, if necessary 	E, F, I, J		

22. Ensure that communications systems, such as data, voice, and video, are secure, protected, and redundant, as appropriate.	E, F, I, J		
23. Coordinate facility demobilization when EOC team is deactivated.	E, F, I		

Task Category: Support the needs of EOC personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
24. Provide for maintenance and sanitation supplies and support.	E, F, I, J		
25. Order EOC logistical support resources as necessary, such as food, office supplies, and kitchen supplies.	E, F, I, J		

Task Category: Ensure security of the EOC

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Establish facility access control and accountability: <ul style="list-style-type: none"> ● Coordinate with law enforcement and other security organizations 	E, F, I		
27. Ensure implementation of facility security measures.	E, F, I		
28. Help meet EOC operational security requirements, such as by providing shredders or storage containers for sensitive materials.	E, F, I, J		