



NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

OPERATIONS BRANCH 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
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 958	NIMS ICS All-Hazards Position Specific, Operations Section Chief

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: Order/request resources

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
3. Demonstrate understanding of various resource ordering/requesting procedures and requirements.	C, E, F, I, T		
4. Ensure that documentation aligns with reimbursement requirements: <ul style="list-style-type: none"> • Document necessary approvals 	E, F, I, J		
5. Ensure that requests address the resources' logistical needs.	E, F, I		
6. Identify appropriate sources: <ul style="list-style-type: none"> • Intrastate agreements and compacts • Interorganizational agreements such as Memorandums of Understanding (MOU) and Memorandums of Agreement (MOA) • Emergency Management Assistance Compacts (EMAC) • Tribal and local jurisdiction agreements • Preapproved vendors and on-call contracts 	E, F, I, T		
7. Transmit vertical resource requests, such as from local to state or from state to Federal.	E, F, I		
8. Update status of resource requests.	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
9. 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		
10. Maintain positive, calm demeanor to promote a positive work environment.	E, F, I		
11. Demonstrate effective communication skills, such as the ability to translate technical jargon into plain language.	E, F, I, J		
12. Comply with relevant health and safety requirements.	E, F, I		
13. Demonstrate understanding of EOC Continuity of Operations (COOP), succession, emergency procedures, and safety guidelines.	C, E, F, I, T		
14. Participate in the EOC planning process.	E, F, I		
15. Participate in appropriate EOC meetings and briefings related to your assigned function.	E, F, I		
16. 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		
17. 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		
18. Practice proper knowledge management processes and procedures: <ul style="list-style-type: none"> ● File structures ● Naming conventions ● Archiving processes ● Position logs 	E, F, I		
19. Follow processes for resource requests, prioritization, deployment, tracking, reassignment, and demobilization.	E, F, I		
20. Participate in orderly transition of resources and processes from response to recovery.	E, F, I		
21. 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		
22. Participate in EOC training and exercises.	E, F		
23. 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
24. Follow document and records management procedures and policies.	E, F, I		
25. Brief EOC personnel on document management processes and related staff responsibilities.	E, F, I		
26. Monitor, review, and assess activity logs, charts, and records for completeness and follow up on any that are incomplete.	E, F, I		
27. 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
28. Monitor compliance with information management processes and procedures.	E, F, I		
29. Perform real-time documentation collection and storage.	E, F, I		
30. Archive documents such as activity logs, charts, and records.	E, F, I		
31. Respond to internal requests for archived information, such as: <ul style="list-style-type: none"> ● Lessons learned from past disasters, incidents, and events ● Previous incident information 	E, F, I		

Task Category: Understand potential sources

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
32. Demonstrate awareness of resource sources: <ul style="list-style-type: none"> ● For various disciplines ● Regional, state, local, tribal, territorial, Federal, private sector, and nongovernmental organization (NGO) sources ● Preapproved vendors and on-call contracts 	E, F, I, T		
33. Coordinate with resource acquisition personnel from other organizations to identify potential resources and gain better understanding of sourcing mechanisms.	E, F, I		
34. Prioritize the allocation of scarce resources.	E, F, I		
35. Demonstrate awareness of incident-specific fiscal and resource constraints.	E, F, I, T		

36. Identify options for fulfilling resource requirements or requests: <ul style="list-style-type: none"> ● Validate that options meet needs ● Consider constraints ● Consider support requirements ● Estimate costs 	E, F, I		
37. Identify and communicate resource support requirements, such as lodging, feeding, fuel, power, and equipment operators.	E, F, I		
38. Develop courses of action for fulfilling resource requirements or requests, factoring in considerations such as: <ul style="list-style-type: none"> ● Incident needs and priorities ● Logistical factors, such as transport, security, storage, and support requirements ● Legal considerations ● Financial factors/costs ● Backfill requirements ● Mutual aid, private sector, and Voluntary Organizations Active in Disaster (VOAD) capabilities 	E, F, I		
39. Determine the best option for fulfilling resource requirements.	E, F, I		
40. Facilitate the acquisition process based on chosen course of action.	E, F, I		
41. Notify appropriate personnel for resource fulfillment and information based on selected course of action: <ul style="list-style-type: none"> ● Close loop for requestor and report resource request status 	E, F, I		

Task Category: Track resources

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
42. Demonstrate knowledge of EOC and field operations resource tracking processes.	E, F, I, T		
43. Monitor and track resources and supporting logistics.	E, F, I		
44. Update requestor on request status, estimated time of arrival, and related logistical details: <ul style="list-style-type: none"> ● Verify that provided information meets incident needs 	E, F, I		
45. Establish communication channels to maintain resource status.	E, F, I		
46. Track resources from initial request through: <ul style="list-style-type: none"> ● Hand-off to incident, or Demobilization (for resources that remain under EOC management) 	E, F, I		
47. Anticipate, recognize, plan for, and address resource drawdown levels for resources that remain under EOC management.	E, F, I		
48. Communicate with incident command and EOC stakeholders regarding resource status.	E, F, I		

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

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
49. Exhibit principles of duty, respect, and integrity by, for example: <ul style="list-style-type: none"> ● Making sound and timely decisions ● Seeking and accepting responsibility for actions 	E, F, I		
50. Demonstrate understanding of EOC and Policy Group roles, responsibilities, and authorities: <ul style="list-style-type: none"> ● Describe how this mission may change in a different organization, jurisdiction, or operating environment 	E, F, I, J, T		
51. Demonstrate understanding of external sources of assistance: <ul style="list-style-type: none"> ● What resources could be available ● When they could become available ● How to acquire them ● Necessary approvals 	E, F, I, J, T		
52. Communicate vertically and horizontally to facilitate and inform decision-making: <ul style="list-style-type: none"> ● Communicate options, considerations, and recommendations ● Keep subordinates informed 	E, F, I		
53. Help develop strategies and tasks to support the goals and objectives of incident command or the EOC.	E, F, I		
54. Obtain relevant information for operational decisions.	E, F, I		
55. Guide personnel as they identify and address gaps in critical information.	E, F, I		
56. Establish metrics and benchmarks for program performance and monitor progress through completion.	E, F, I, J		
57. Monitor and manage stakeholder expectations: <ul style="list-style-type: none"> ● Communicate policy, process, and procedural changes 	E, F, I		
58. Order and organize resources to achieve objectives: <ul style="list-style-type: none"> ● Understand constraints and limitations 	E, F, I, J		
59. Continuously evaluate EOC processes, procedures, and priorities: <ul style="list-style-type: none"> ● Coordinate with performance improvement personnel 	E, F, I, T		
60. Suggest ways to improve processes and procedures, and then help implement improvements: <ul style="list-style-type: none"> ● 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
61. Use leadership styles appropriate to the situation.	E, F, I		
62. Establish and communicate processes and procedures.	E, F, I		
63. Assign tasks and clearly communicate expectations.	E, F, I		

64. Emphasize and foster teamwork.	E, F, I		
65. Manage conflict and coordinate problem-solving: <ul style="list-style-type: none"> ● 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		
66. Prepare and discuss feedback with subordinates: <ul style="list-style-type: none"> ● Monitor performance and discuss task understanding ● Evaluate performance and complete personnel performance evaluations 	E, F, I		
67. Support the health, safety, and welfare of assigned personnel: <ul style="list-style-type: none"> ● 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
68. Establish and maintain positive interpersonal and interorganizational working relationships.	E, F, I, J		
69. Demonstrate ability to influence others outside your chain of command.	E, F, I, J		
70. Ensure staff activities align with the EOC's operational rhythm.	E, F, I		