

## Administrative Support

### Position Description

Administrative Support is responsible for performing a wide variety of clerical and administrative duties assisting the Local Assistance Center (LAC) Manager/Assistant Manager or LAC Team with routine administrative duties and related work as required.

### Responsibilities

1. Provide assistance to the LAC Manager/Assistant Manager
2. Answer phone calls and takes messages for LAC Team
3. Maintain contact lists and contact information for tenants and support services
4. Manage a current list of agency representation at the LACs (update weekly and provide to Communications Specialist)
5. Collect time records for staff and site volunteers
6. Maintain accurate records of all LAC expenses
7. Maintain any significant historical data of the LAC operations:
  - Staff and volunteer sign-in and sign-out sheets
  - Activity Logs and Incidents
  - Customer Satisfaction Survey
8. Enter Customer Satisfaction Survey into database (if applicable)

### Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the “Admin Support” vest
- Check in with LAC Manager
- Assist with station set-up
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

### Operational Phase Actions

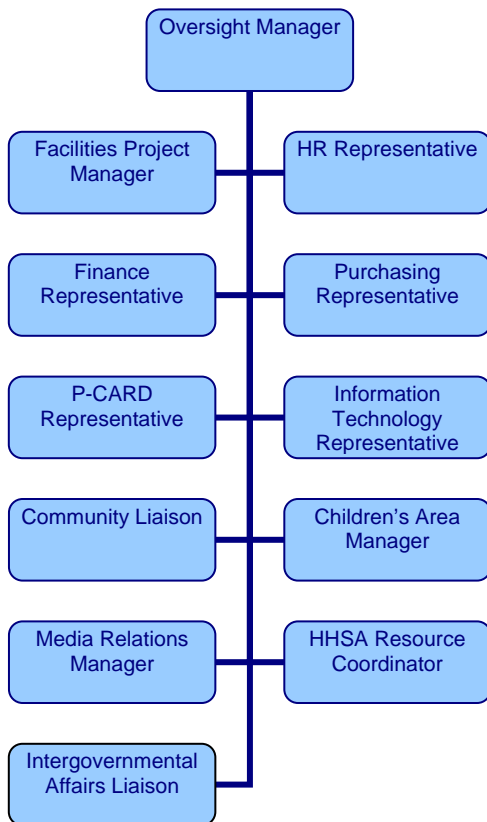
- Review position responsibilities
- Attend ongoing situation briefings
- Provide support to the LAC Team
- Refer all media to the Communications Specialist
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicated effectively with a variety of individuals representing diverse cultures and backgrounds
- Brief your relief at shift change to ensure ongoing activities are identified and follow-up requirements are known
- At the end of each shift, sign out and return the vest

**Deactivation Phase Actions**

- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and appropriately stored
- Contact your regular supervisor and notify of them of deactivation
- Leave forwarding information, including cell numbers and email
- Sign out and turn in vest
- Participate in the LAC After Action Report

**Organizational Structure**

**LAC OVERSIGHT TEAM**



**LAC TEAM**

