

Information Intake/Reception

Position Description

Information Intake/Reception personnel are responsible for providing direction and assistance to customers, facilitating crowd control and processing personal information into the Intake Website.

Responsibilities

1. Process application information into Intake Website
2. Assist in the development/updates of maps, bulletin boards, information brochures and resource inventory
3. Provide direction and assistance to customers
4. Facilitate in crowd control
5. Provide assistance to the LAC staff as needed
6. Alert LAC Manager of any emerging trends, issues or concerns that could be addressed to make service smoother

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding your authority and assignment
- Sign in and wear the "Info/Intake Reception" vest
- Check in with LAC Manager
- Assist with set up of LAC
- Set up workspace and verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue
- Assess the status of your available resources

Operational Phase Actions

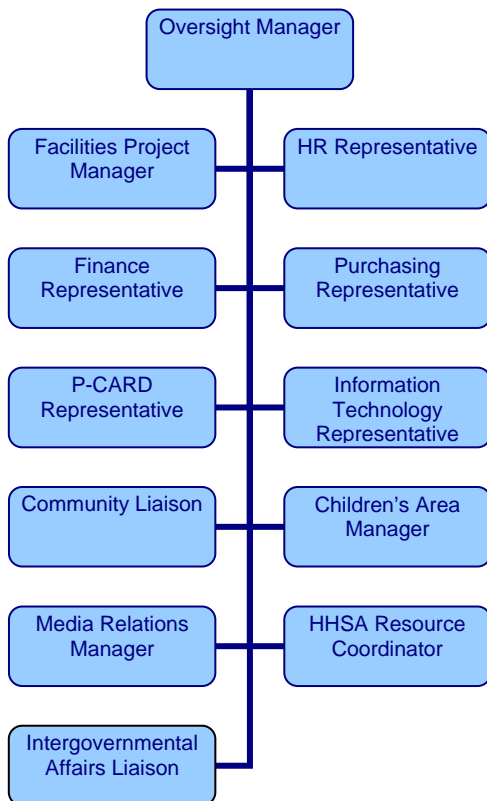
- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to Communications Specialist
- Report situation status and resource status to the LAC Manager
- Advise LAC Manager for issues affecting operations
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicate 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
- Work with Admin Support to Develop and update LAC layout maps, bulletin boards and information brochures to give to customers

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 that all required forms and reports are completed and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your department/agency staff that had been scheduled to work in the LAC and notify them of deactivation
- Contact your regular supervisor and notify him/her 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

