

LAC Assistant Manager

Position Description

The Local Assistance Center Assistant Manager supports the LAC Manager. In the absence of the LAC Manager, the Assistant Manager assumes management of LAC operations.

Responsibilities

1. Assume management of operations in absence of the LAC Manager
2. Provide assistance to the LAC Manager
3. Supervise LAC operations
4. Oversee problem areas, including crowd control
5. Address long wait times by requesting additional resources
6. Inspect operations and processes to identify and improve processes
7. Enforce County, State, and Federal rules, guidelines, and regulations regarding LAC operations and documentation
8. Prepare reports, forms, etc as required

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 "LAC Assistant Manager" vest
- Check in with LAC Manager
- Assist with the activation and 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

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to the Communications Specialist
- Facilitate in the collection, drafting and submission of statistical data and forms necessary to report to the Oversight Manager
- 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 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 that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation to the Administrative Support prior to your release and departure from the LAC
- 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

