

Runner

Position Description

Runners are used at LACs (Local Assistance Centers) to provide information, assistance, and distribution services.

Responsibilities

1. Provide assistance to the LAC staff
2. Assist in setup and/or breakdown of LAC reception, registration areas and departmental areas if needed
3. Facilitate in information distribution and message delivery between agencies
4. Assist with reception as needed
5. Assist in the setup of equipment, supplies, technology, and services
6. Assist with information intake if needed
7. Provide visitor guidance
8. Distribute and collect Customer Surveys

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in to the LAC and wear the "Runner" 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
- Refer all media to the Communications Specialist
- 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

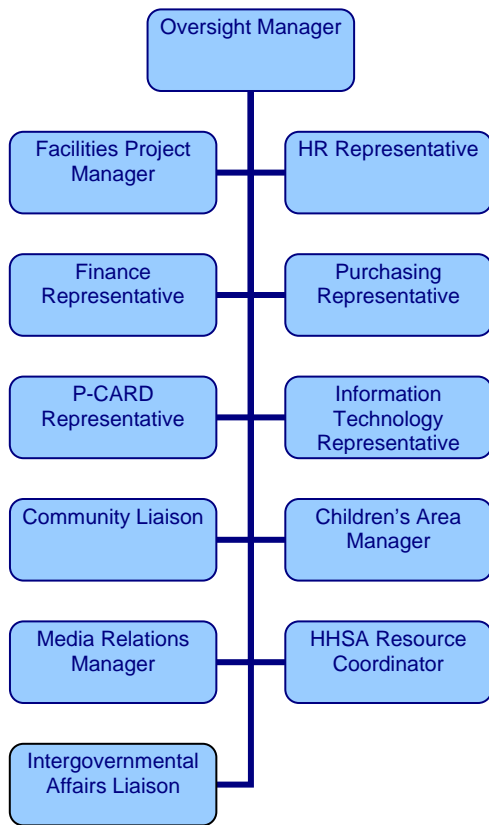
Deactivation Phase Actions

- 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

