

Operations Section Chief (OSC3)

State of Alaska

All-Hazards

Position Task Book

Assessment and Guide

Operations Section

Type 3

The Operations Section Chief (OSC3) will be used as assigned by the Incident Commander or designee.

May 2018



For more information or to suggest changes, corrections, or improvements, please contact:

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State of Alaska (SOA)

Type 3 Position Task Book (PTB)

State of Alaska (SOA) Type 3 Position Task Books (PTBs) have been created for designated National Incident Management System (NIMS) positions. Each PTB lists the competencies, tasks, and behaviors required to be successful in a specific position. Trainees must complete all competencies, tasks, and behaviors and demonstrate acceptable performance during the completion of this PTB.

Evaluator(s) will complete an Evaluation Record documenting the trainee's progress after each evaluation opportunity. Trainees will be observed and evaluated by qualified evaluators during a qualifying event and their performance will be documented in the PTB for each task by entering the Evaluation Record number, date of completion, and the evaluator's initials. Evaluation and confirmation of the trainee's performance on all tasks may require more than one qualifying event and may involve more than one evaluator during each opportunity.

After the trainee has met all the requirements in the State of Alaska (SOA) Type 3 Position Task Book (PTB), the home Agency will complete the final agency certification verifying the trainee is qualified in the position and will submit the Agency-certified PTB to the Alaska Interstate Mutual Aid Committee/Credentialing Subcommittee for approval and issuance of an SOA Type 3 All Hazards Credential.

Position Task Book Timeline

1. Emergency management experience must include a minimum of three (3) events.
 - Emergency management events may include one (1) tabletop exercise and at least two (2) emergency management events.
 - Additional events may be required to complete the qualification process.
2. The three (3) emergency management events must occur within a five (5) year period.
3. All qualifying events must be completed within a five (5) year period with no more than three (3) years between each event.

Training Specialist/Certifying Official Responsibilities

1. Be authorized by the AHJ.
2. Maintain PTBs and training records for agency staff.
3. Initiate or issue PTBs and blank Evaluation Records to trainees when they are deployed on a Type 3 assignment.
4. Meet with the Evaluator and Trainee to discuss training and experience needs.
5. As the Trainee completes required training, enter the information into the Required Training section on page 2 of the PTB.

6. Once a Trainee completes all the requirements of a Position Task Book (PTB) and is approved by the AHJ, submit a Nomination Package to the DHS&EM for processing, which includes fully completed:
 - PTB and associated Evaluation Records
 - “Agency Certification” (last page of PTB)
 - State of Alaska Type 3 Nomination Application
7. Provide a report to the DHS&EM Training Section once a year showing how individuals maintained their currency for All-Hazards credentialing (see page 16 of the All Hazard Qualification Guide).

Trainee Responsibilities

1. Review and understand the assigned PTB.
2. Share training and experience with the Evaluator and Training Specialist.
3. After each assignment, meet with the evaluator to review and discuss overall performance and the continued expectations to successfully perform all competencies, tasks, and behaviors for the assigned position.
4. Return the PTB and Evaluation Record to your home agency.
5. Understand that PTBs do NOT replace the standard performance appraisal process by your home agency.
6. Coordinate with the AHJ to find opportunities to maintain currency once Type 3 All-Hazards credentialing has been obtained.

Evaluator Responsibilities

1. Be qualified in the position for which they are evaluating a trainee.
2. Review the competencies, tasks, and behaviors listed in the PTB, so you know what to observe while the trainee performs his/her duties.
3. Fully complete an Evaluation Record form for each qualifying event the trainee has participated.
 - The evaluation records should be numbered sequentially.
 - The evaluator must sign and date the Evaluation Record form, which validates the trainee’s experience.
4. For the current Type 3 qualifying event:
 - Enter the evaluation record number, date, and initials into the PTB, if the trainee performed the task **OR**
 - Enter N/A, date and initials, if the task was not performed by the trainee.
5. Conduct the PTB review meeting in a private setting.
 - Begin by asking the individual to comment on his or her performance, including strengths, areas needing improvement, and any thoughts for training.
 - Provide a summary of the trainee’s overall performance demonstrated during the assigned event.
 - Review the completed assessment with the trainee.
 - Return the PTB and Evaluation Record to the trainee, so they can return it his/her home agency.
6. Once a trainee completes all the requirements of the PTB, review the evaluation records and PTB entries to ensure they are completed correctly.
 - On the trainee’s final assignment, complete the Final Evaluator’s Verification section and submit the completed PTB to the AHJ Training Specialist recommending Type 3 All-Hazards Credentialing.



State of Alaska Position Task Book

Evaluation Record #: _____

Trainee Information

Printed Name: _____

Position: **Operations Section Chief Type 3 (OSC3)**

Agency Name: _____

Agency Address: _____

Home Unit Phone Number: (____) _____

Evaluator Information

Printed Name: _____

Evaluator position: _____

Agency Name: _____

Agency Address: _____

Home Unit Phone Number: (____) _____

Incident/Event Information

Incident/Event Name: _____

Incident # and/or Code: _____ Duration: _____

Training Start Date: _____ End Date: _____

Incident Kind: Flood Fire Ground Failure/Avalanche/Landslide Planned Event

Other All Hazard (specify): _____

Location (include governmental/geographic area): _____

Management Type (check one): Type 5 Type 4 Type 3 Type 2 Type 1 Area Command

Evaluator's Recommendation (initial only one line as appropriate):

- _____ 1) Tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. The trainee has successfully performed all tasks in the PTB for the position. I have completed the Final Evaluator's Verification section and recommend the trainee be considered for agency certification.
- _____ 2) Tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner; however, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.
- _____ 3) Trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.
- _____ 4) Trainee is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.

Record additional remarks/recommendations on an Individual Performance Evaluation or attach an additional page to this evaluation record.

Evaluator's Signature: _____ Date: _____

Evaluator's Relevant Qualification (or agency certification): _____

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State of Alaska Position Task Book

Operations Section Chief Type 3 (OSC3)

Task book assigned to:

Trainee's Name: _____

Trainee's Email Address: _____

Home Unit/Agency: _____

Home Unit Address: _____

Home Unit Phone Number: (_____) _____

Task book initiated by:

Official's Name: _____

Home Unit Title: _____

Home Unit/Agency: _____

Home Unit Address: _____

Home Unit Phone Number: (_____) _____ Date: _____

Home Unit/Agency is the agency that provides opportunities for individuals to complete the requirements of the State of Alaska Type 3 Position Task Books.

The material contained in this book accurately defines the performance expected of the position for which it was developed. This PTB is approved for use as a position qualification document in accordance with the instructions contained herein.

Competency: Complete required training documented by the AHJ Training Specialist.

Description: Obtain the required training that will provide an understanding of the duties, responsibilities, and capabilities of an effective **Operations Section Chief (OSC3)** on an All-Hazards Incident Management Team (IMT). Other training may be assigned based upon AHJ guidance.

Behavior: Complete required training for position qualification.	Date Completed	Training Specialist Initials
IS-100.B: Introduction to Incident Command System, ICS-100		
IS-200.B: ICS for Single Resources and Initial Action Incidents		
IS-700.A: National Incident Management System (NIMS) An Introduction		
IS-800.B: National Response Framework, An Introduction		
ICS-300 Intermediate ICS for Expanding Incidents		
ICS-400 Command and General Staff – Complex Incidents		
E0958 NIMS ICS All-Hazards Operations Section Chief Course		

Competency: Assume position responsibilities.

Description: Successfully assume role of Operations Section Chief (**OSC3**) and initiate position activities at the appropriate time according to the following behaviors.

Behavior: Ensure readiness of assignment.	Evaluation Record #, Evaluator Initials, and Date
1. Obtain valid Resource Order from Dispatching Agency. <ul style="list-style-type: none"> • Incident information (name, order number, request number, etc.). • Expected reporting time and location • Contact procedures during travel (telephone/radio) • Transportation arrangements/travel routes • Lodging/meal/per diem arrangements • IAP and/or Situation Reports 	
2. Obtain pre-assembled kit, which includes, but is not limited to: <ul style="list-style-type: none"> • Agency-specific and ICS forms. • References appropriate to the incident. • Agency policies & procedures. • Office supplies appropriate to the function. • Home agency PTB. 	
3. Obtain the appropriate equipment for the assignment, for example, laptop, printer, cell or satellite phone, weather gear, PPE, etc.	
4. Arrive at assignment and check in.	

Behavior: Gather, update, and apply situational information relevant to the assignment.	Evaluation Record #, Evaluator Initials, and Date
<p>5. Obtain initial briefing from the Agency Administrator and/or outgoing Incident Commander.</p> <ul style="list-style-type: none"> • ICS 201, Incident Briefing • ICS 202, Incident Objectives • Decision support documentation • Organizational structure (area command or single organization). • Special considerations on the incident. • Current national situation. • Resources assigned, enroute, on order, and local resource status. • Facilities established and operating. • Anticipated incident duration, size, and type. 	
<p>6. Obtain initial briefing from Incident Commander.</p> <ul style="list-style-type: none"> • Incident Commander’s priorities, goals, and objectives for IMT and the incident. • Expected timeframes for briefings, planning meetings, and team meetings. 	
<p>7. Collect information from outgoing Operations Section Chief or other personnel responsible for incident coverage prior to your arrival.</p> <ul style="list-style-type: none"> • Status of incident and ordered/assigned resources. • Status of existing aviation operations. • Information on special situations (e.g., hazardous materials, etc.). • Current and forecasted weather and incident information. • Information on location situations (e.g., facilities or infrastructure). • Acquire an inventory of equipment, storage locations and other information. 	
Behavior: Establish effective relationships with relevant personnel.	Evaluation Record #, Evaluator Initials, and Date
<p>8. Establish and maintain positive interpersonal and interagency working relationships.</p>	

Behavior: Establish organization structure, reporting procedures, and chain of command.	Evaluation Record #, Evaluator Initials, and Date
9. Plan and activate section. <ul style="list-style-type: none"> • Identify division/group boundaries. • Order resources required for section operation. • Establish operational period. • Establish protocol for providing Operations Section daily incident accomplishments to the Situation Unit. • Establish daily briefing/debriefing schedule with Branch Directors and Division/Group Supervisors. • Establish process for resource requests/releases for operational planning purposes. 	
10. Establish branches, divisions/groups, and/or staging areas as appropriate.	

Competency: Lead assigned personnel.

Description: Influence, guide, and direct assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.

Behavior: Model leadership values and principles.	Evaluation Record #, Evaluator Initials, and Date
11. Exhibit principles of duty. <ul style="list-style-type: none"> • Be proficient in your job, both technically and as a leader. • Make sound and timely decisions. • Ensure tasks are understood, supervised and accomplished. • Develop your subordinates for the future. 	
12. Exhibit principles of respect. <ul style="list-style-type: none"> • Know your subordinates and look out for their well-being. • Keep your subordinates informed. • Build the team. • Employ your subordinates in accordance with their capabilities. 	
13. Exhibit principles of integrity. <ul style="list-style-type: none"> • Know yourself and seek improvement. • Seek responsibility and accept responsibility for your actions. • Set the example. 	
Behavior: Ensure the safety, welfare, and accountability of assigned personnel.	Evaluation Record #, Evaluator Initials, and Date
14. Ensure assigned resources are following safety guidelines appropriately.	
15. Manage operational periods to achieve objectives. <ul style="list-style-type: none"> • Evaluate need for extended operational periods. • Ensure adequate work/rest ratio. 	

Behavior: Establish work assignments and performance expectations, monitor performance, and provide feedback.	Evaluation Record #, Evaluator Initials, and Date
<p>16. Periodically evaluate resource status and tactical needs to determine if resource assignments are appropriate.</p> <ul style="list-style-type: none"> • Determine kind and number of resources required to complete tactics. • Assign single resources, task forces, or strike teams depending on the needs of the Division/Group Supervisor. • Approve assembly and disassembly of strike teams and task forces. • Provide for functional and geographical supervision as needed. • Establish staging areas as needed. 	
<p>17. Continually evaluate performance.</p> <ul style="list-style-type: none"> • Communicate deficiencies immediately and take corrective action. • Provide training opportunities where available. • Complete personnel performance evaluations according to agency guidelines. 	
Behavior: Emphasize teamwork.	Evaluation Record #, Evaluator Initials, and Date
<p>18. Establish cohesiveness among assigned resources.</p>	
Behavior: Coordinate interdependent activities.	Evaluation Record #, Evaluator Initials, and Date
<p>19. Coordinate with other Operation Section Chiefs.</p> <ul style="list-style-type: none"> • Brief and debrief between operational periods. • Coordinate the preparation of the next operational period's Incident Action Plan (IAP) or relevant plan. 	
<p>20. Interact and coordinate with command and general staff, and appropriate unit leaders.</p> <ul style="list-style-type: none"> • Receive and transmit current and accurate information. • Communicate changes to the IAP or relevant plan. • Inform appropriate team members of significant changes in operations. • Ensure Resources Unit Leader is advised of changes in status of resources assigned to the operation; keep status current. • Provide Situation Unit Leader operational status for ICS 209, Incident Status Summary. 	
<p>21. Coordinate with subordinates and provide Planning Section Chief a list of excess personnel and other resources.</p> <ul style="list-style-type: none"> • Kind/type • Quantity • Time/date of available release • Daily review of list for accuracy 	

<p>22. Coordinate with local departments, other agencies, local resources and law enforcement assigned to evacuation and structural protection.</p> <ul style="list-style-type: none"> • Secure property • Traffic control • Evacuation • Livestock and pets 	
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Competency: Communicate effectively.

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a rapidly changing, high-risk environment.

Behavior: Ensure relevant information is exchanged during briefings and debriefings.	Evaluation Record #, Evaluator Initials, and Date
23. Share pertinent operations information that may affect the team’s management of the incident.	
<p>24. Participate in operational period briefing.</p> <ul style="list-style-type: none"> • Changes from the IAP. • Present current conditions, tactical priorities, and special considerations. • Section-specific information. 	
<p>25. Provide daily briefings to section personnel.</p> <ul style="list-style-type: none"> • Expected duration and size of incident. 	
26. Participate in agency administrator closeout/After Action Review (AAR).	
Behavior: Ensure documentation is complete and disposition is appropriate.	Evaluation Record #, Evaluator Initials, and Date
27. Ensure assigned operations personnel and equipment time records are complete and have been submitted to the Time Unit Leader at the end of each operational period.	
<p>28. Ensure incident documentation is completed as required by the Incident Commander.</p> <ul style="list-style-type: none"> • Submit incident narrative to Planning Section Chief. • Complete and submit ICS 214, Unit Log to Documentation Unit daily. • Complete and submit performance evaluations for Operations Section resources at conclusion of incident. 	
29. Assemble and submit relevant operations documents for final incident package.	

Behavior: Gather, disseminate, and explain information as necessary.	Evaluation Record #, Evaluator Initials, and Date
30. Prepare for and attend preplanning/strategy meetings. <ul style="list-style-type: none"> • Share and evaluate operational information with IMT members. • Gather resource needs and assignments for next operational period from Branch Directors and Division/Group Supervisors. 	
31. Report special events (e.g., incidents within an incident or accidents). <ul style="list-style-type: none"> • Obtain information about special events. • Include standard information (do not release names of victims or agency over radio). 	
32. Inform Incident Commander as soon as possible of accomplishments and/or problems.	
Behavior: Communicate work expectations through the chain of command and across functional areas.	Evaluation Record #, Evaluator Initials, and Date
33. Ensure priorities and tactics are communicated and understood throughout the Operations Section.	
34. Ensure any changes in priorities or tactics are communicated and understood.	
Behavior: Develop and implement plans and gain concurrence of affected agencies and/or the public.	Evaluation Record #, Evaluator Initials, and Date
35. Participate in preparation of the IAP or other relevant plan. <ul style="list-style-type: none"> • Update team on current situation. • Determine tactical priorities for next operational period. • Determine tactics and work assignments for next operational period. • Advise on current capabilities and limitations. • Determine additional/excess resources. 	
36. Complete operational portion of IAP as part of ICS 215, Operational Planning Worksheet. <ul style="list-style-type: none"> • Establish branches, divisions/groups, and staging areas. • Establish priorities for aviation operations. 	
37. Participate in the preparation of other necessary relevant plans. <ul style="list-style-type: none"> • Evacuation/structure protection plan • Other prescribed plans 	

<p>38. Assist in development and implementation of Incident Demobilization Plan.</p> <ul style="list-style-type: none"> • Consider demobilization early in the incident. • Coordinate with Demobilization Unit/Planning Section Chief. • Coordinate with local agency concerning functional demobilization procedures. • Brief staff on demobilization responsibilities. • Ensure section is demobilized in a timely and complete manner. 	
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Competency: Ensure completion of assigned actions to meet identified objectives.

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established timeframe.

Behavior: Administer agency policy, contracts and agreements.	Evaluation Record #, Evaluator Initials, and Date
<p>39. Ensure assigned contracted resources meet contract specifications.</p> <ul style="list-style-type: none"> • Take necessary action for those not meeting specifications. 	
<p>40. Identify and request agreements as necessary.</p> <ul style="list-style-type: none"> • Coordinate with Finance/Administration Section. 	
Behavior: Gather, analyze, and validate pertinent information and recommend priorities.	Evaluation Record #, Evaluator Initials, and Date
<p>41. Identify kind, type, and number of resources required to achieve control objectives.</p> <ul style="list-style-type: none"> • Consider weather, fuels, terrain, incident behavior, kinds and types of resources, resource availability, and safety factors. • Calculate control forces. • Order necessary personnel and equipment. • Discuss long-range and contingency plans and identify potential and future resources. 	
<p>42. Evaluate protection needs.</p> <ul style="list-style-type: none"> • Strategy and tactics • Evacuation plan 	
<p>43. Evaluate and monitor current situation.</p> <ul style="list-style-type: none"> • Determine if present plan of action will meet incident objectives. • Determine if present plan is congruent with incident strategic and other decision support documentation. • Identify problems and concerns (e.g., evacuation and sheltering). • Identify values to be protected (e.g., life, resources, or property). • Advise Incident Commander and other appropriate IMT personnel. 	

<p>44. Personally observe and review current operations to prepare tactics for the next operational period planning meeting.</p> <ul style="list-style-type: none"> • Resource status • Situation status • Weather factors influencing strategy • Communications capability • Environmental impact • Values to be protected • Cost constraints • Aviation capabilities and limitations 	
<p>Behavior: Prepare clear and concise assessments regarding hazard behavior and other relevant events.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>45. Assist in completing and validating the ICS 215A, Incident Safety Analysis.</p>	
<p>Behavior: Make appropriate decisions based on analysis of gathered information.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>46. Use incident behavior prediction information to plan/organize tactical operations.</p> <ul style="list-style-type: none"> • Evaluate/adjust tactics based on changing incident behavior and values to be protected. • Consider contingencies for values to be protected (e.g., structures). 	
<p>Behavior: Prepare information products.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>47. Prepare or review special instruction portions of the IAP.</p>	
<p>48. If applicable, ensure ICS 220, Air Operations Summary Worksheet is completed.</p>	
<p>49. Prepare operations portion of transition plan.</p>	
<p>Behavior: Take appropriate action based on assessed risks.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>50. Ensure the Risk Management Process is established and maintained.</p>	

Behavior: Modify approach based on evaluation of incident situation.	Evaluation Record #, Evaluator Initials, and Date
51. Evaluate effectiveness of IAP or relevant plan and adjust as necessary. <ul style="list-style-type: none"> • Evaluate progress of operations based on situation reports and evaluations from operations personnel. • Estimate immediate and long-range operational resources and logistical requirements. • Order or release resources as needed, providing appropriate lead time. 	
Behavior: Consider socio-economic, political and cultural aspects.	Evaluation Record #, Evaluator Initials, and Date
52. Follow local direction to maintain environmental quality and avoid damage to social or cultural environment. <ul style="list-style-type: none"> • Notify Incident Commander of historical/cultural resources found. 	
Behavior: Transfer position duties while ensuring continuity of authority, knowledge, and the incident complexity.	Evaluation Record #, Evaluator Initials, and Date
53. Coordinate an efficient transfer of position duties when mobilizing/demobilizing (e.g., incoming IMT, host agency). <ul style="list-style-type: none"> • Inform incoming/outgoing IC, Section Chief, and/or staff. • Ensure there is no adverse impact on safety or productivity. • Document follow-up action needed by relief staff. • If necessary, coordinate with agencies about transfer of command. 	
Behavior: Plan and implement demobilization procedures.	Evaluation Record #, Evaluator Initials, and Date
54. Anticipate demobilization of resources. <ul style="list-style-type: none"> • Identify excess resources. • Prepare schedule for demobilization. 	
55. Ensure incident and agency demobilization procedures are followed. <ul style="list-style-type: none"> • Brief subordinate staff on demobilization procedures and responsibilities. • Demobilize incident resources by predetermined priorities or as work progress dictates. 	
56. Demobilize equipment and process any claims. <ul style="list-style-type: none"> • Prepare equipment/services for release. • Notify contractors/vendors of impending release schedule. • Process any claims for damage, loss, or wear on equipment, leases or facilities. 	

<p>57. Ensure PTBs are completed.</p> <ul style="list-style-type: none"> • Complete a PTB for each direct report that gained experience on the assigned Type 3 event. • Ensure your PTB is completed by your designated supervisor. 	
<p>58. Demobilize and check out.</p> <ul style="list-style-type: none"> • Receive demobilization instructions from incident supervisor. • If required, complete ICS 221, Demobilization Checkout and submit completed form to the appropriate person. 	
<p>59. Participate in the After-Action Report (AAR) and make recommendations for process improvements which include, but are not limited to:</p> <ul style="list-style-type: none"> • Identify strengths that should be maintained and built upon. • Identify potential areas for improvement and propose solutions. 	



State of Alaska Position Task Book Verification/Certification of Completed Task Book

Operations Section Chief Type 3 (OSC3)

Final Evaluator's Verification

To be completed ONLY when the trainee has fully completed all required assignments and is recommended for credentialing.

I verify that (trainee name) _____ has successfully performed as a trainee by demonstrating all tasks for the position listed above, has completed all required training assignments, and should be considered for credentialing in this position. All tasks are documented with appropriate initials.

Final Evaluator's Signature: _____

Final Evaluator's Printed Name: _____

Home Unit Title: _____

Home Unit/Agency: _____

Home Unit Phone Number: (_____) _____ Date: _____

Agency Certification

I certify that (trainee name) _____ has met all requirements for qualification in the above position.

Certifying Official's Signature: _____

Certifying Official's Printed Name: _____

Title: _____

Certifying Official's Email Address: _____

Home Unit/Agency: _____

Home Unit Phone Number: (_____) _____ Date: _____

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