

Operations Specialist (OPSS3)

State of Alaska

All-Hazards

Position Task Book

Assessment and Guide

Operations Section

Type 3

The Operations Specialist (OPSS3) will be used as assigned by the Operations Section Chief 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 Specialist Type 3 (OPSS3)**

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 Specialist Type 3 (OPSS3)

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 Specialist (OPSS3)** 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		

Competency: Assume position responsibilities.

Description: Successfully assume role of Operations Specialist (**OPSS3**) 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, phone numbers, 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
5. Obtain initial briefing from Operations Section Chief or supervisor. <ul style="list-style-type: none"> • Work space • Work schedule • Policies and operating procedures • Current resource commitments • Current situation • Expected duration of assignment • IAP or other relevant plan 	
Behavior: Establish effective relationships with relevant personnel.	Evaluation Record #, Evaluator Initials, and Date
6. Establish and maintain positive interpersonal and interagency working relationships. <ul style="list-style-type: none"> • Demonstrate sensitivity to cultural diversity, race, gender, disabilities, and other individual differences in accordance with the Agency's nondiscrimination policy. • Represent Agency in a professional manner when working with internal and external parties to exchange information and work effectively. • Foster consensus building among coworkers, supervisors, and others. • Handle differences/disputes with others in a positive, constructive manner according to agency policy. 	
Behavior: Establish organization structure, reporting procedures, and chain of command.	Evaluation Record #, Evaluator Initials, and Date
7. Organize assigned personnel to meet the needs of the unit.	
Behavior: Understand and comply with ICS concepts and principles.	Evaluation Record #, Evaluator Initials, and Date
8. Coordinate with functional areas within the ICS structure.	

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
9. 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. 	
10. 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. 	
11. 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
12. Ensure assigned resources are following safety guidelines appropriately.	
Behavior: Establish work assignments and performance expectations, monitor performance, and provide feedback.	Evaluation Record #, Evaluator Initials, and Date
13. Complete daily review of staffing requirements and ensure adequate personnel to meet needs.	
14. Develop schedule/assignments based on IAP or relevant plan.	
15. Ensure subordinates understand assignment for operational period.	
16. Continually evaluate performance. <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
17. Establish cohesiveness among assigned resources. <ul style="list-style-type: none"> • Provide for open communication. • Seek commitment. • Set expectations for accountability. • Focus on the team result. 	
Behavior: Coordinate interdependent activities.	Evaluation Record #, Evaluator Initials, and Date
18. Establish priorities and coordinate units within the section.	
19. Interact and coordinate with command, general staff, and appropriate unit leaders. <ul style="list-style-type: none"> • Receive and transmit current and accurate information (e.g., claims and potential claims, work/rest guidelines). 	
20. Coordinate with other individuals and organizations to meet section needs (e.g., law enforcement, county, health department, resource advisors).	

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
21. Share pertinent operations information that may affect the team's management of the incident.	
22. Participate in operational period briefing. <ul style="list-style-type: none"> • Changes from the Incident Action Plan (IAP) • Section-specific information 	
23. Provide daily briefings to section personnel. <ul style="list-style-type: none"> • Expected duration and size of incident. 	
24. Participate in agency administrator closeout/after action review (AAR).	

Behavior: Ensure documentation is complete and disposition is appropriate.	Evaluation Record #, Evaluator Initials, and Date
<p>25. Ensure incident documentation is completed as required by the Operations Section Chief.</p> <ul style="list-style-type: none"> • Submit incident narrative to the 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. 	
<p>26. Assemble and submit relevant operations documents for final incident package.</p> <ul style="list-style-type: none"> • ICS 206 • Medical Plan • ICS 205 • Incident Radio Communication Plan • Special instructions 	
Behavior: Gather, distribute, and explain information as necessary.	Evaluation Record #, Evaluator Initials, and Date
<p>27. Prepare for and participate in preplanning/strategy meetings.</p> <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. 	
<p>28. Report any special events (e.g., incidents within an incident, accidents, political contacts, property loss or damage).</p> <ul style="list-style-type: none"> • Obtain information about any special events. • Include standard information (e.g., nature of event, location, magnitude, personnel involved (do not release names of victims or agency over radio), initial action taken). 	
<p>29. Inform the Operations Section Chief or Incident Commander as soon as possible of accomplishments and/or problems.</p>	
Behavior: Communicate work expectations through the chain of command and across functional areas.	Evaluation Record #, Evaluator Initials, and Date
<p>30. Ensure operations expectations are communicated to other functional areas during meetings and briefings.</p>	
<p>31. Understand and communicate priorities, tactics and any applicable changes.</p>	

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.

<p>Behavior: Administer agency policy, contracts and agreements.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>32. Ensure assigned contracted resources meet contract specifications.</p> <ul style="list-style-type: none"> • Take necessary action for those not meeting specifications. 	
<p>33. Identify and request agreements as necessary.</p> <ul style="list-style-type: none"> • Coordinate with Finance/Administration Section. 	
<p>34. Comply with work/rest guidelines and length of assignments.</p>	
<p>Behavior: Gather, analyze, and validate pertinent information and recommend priorities.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>35. Evaluate and monitor current situation to determine if present plan of action will meet incident objectives.</p>	
<p>Behavior: Modify approach based on evaluation of incident situation.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>36. Adjust incident support based on changing conditions.</p> <ul style="list-style-type: none"> • Weather • Incident escalation/de-escalation • Incident within an incident • Political considerations 	
<p>Behavior: Transfer position duties while ensuring continuity of authority, knowledge, and the incident complexity.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>37. Coordinate an efficient transfer of position duties when mobilizing/demobilizing (e.g., incoming Incident Management Team (IMT), host agency).</p> <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. 	

<p>38. Collect information from outgoing Operations Section Specialist 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., medical facilities, road closures). • Acquire an inventory of equipment, locations and other information. 	
<p>Behavior: Plan and implement demobilization procedures.</p>	<p>Evaluation Record #, Evaluator Initials, and Date</p>
<p>39. Anticipate demobilization of resources.</p> <ul style="list-style-type: none"> • Identify excess resources. • Prepare schedule for demobilization. 	
<p>40. Ensure incident and agency demobilization procedures are followed.</p> <ul style="list-style-type: none"> • Demobilize incident resources by predetermined priorities or as work progress dictates. 	
<p>41. Demobilize equipment and process any claims.</p> <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>42. Ensure PTBs are completed.</p> <ul style="list-style-type: none"> • Ensure your PTB is completed by your designated supervisor. 	
<p>43. 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>44. 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 Specialist Type 3 (OPSS3)

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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