

Seattle OEM Volunteer Services – Position Description

Position Title: EOC Support Volunteer– Concierge & Operations

Location: 105 5th Ave South, Seattle, WA. 98104

Recruitment Dates: Open

Number of Positions Available: 15

Supervised By: EOC Section Chiefs and Operations Coordinator

The position is voluntary. No compensation, either in salary or in benefits, is provided.



Position Overview

City of Seattle Office of Emergency Management is seeking qualified volunteers to work in the Emergency Operations Center (EOC). The EOC serves the City of Seattle during times of disaster, local and regional incidents and pre-planned events, by helping to coordinate information and resources. The volunteer is provided all necessary incident-specific and EOC training once the applicant has been approved.

Service Commitment

Volunteers must agree to a minimum of two-years of service and must complete activities (mandatory meetings, trainings, activations, or other related volunteer activities) at least once every six months. When the EOC is not standing up for an incident or event, volunteers may complete service hours by participating in exercises, drills, trainings, meetings, and special projects. Volunteers must be willing to respond to the EOC for activations on short notice and may be needed over several days and/or on extended shifts.

Key Responsibilities

- Greet and direct people coming into the EOC
- Monitor information sources and provide situational awareness to team members
- Take notes during briefings and update data into EOC reporting systems
- Create reports used for briefing and informing EOC responders and stakeholders
- Assist Section Chiefs with research, reporting and documentation
- Coordinate the intake and distribution of EOC phone calls and messages
- Perform document reproduction and archiving
- Manage the audio-visual console and may also serve as graphic support for the EOC
- Support facility operations and security needs to ensure a safe and productive EOC



Minimum Qualifications

- Successful completion of a SPD background screen
- Ability to communicate effectively with EOC staff and external stakeholders
- Ability to follow specific instructions with respect to policies, procedures, documentation and reporting requirements
- Reliable transportation to and from the Seattle EOC
- Willing to be available on short notice, for long and/or non-customary hours or workdays
- Possess a team-player attitude, with ability to maintain positive interpersonal skills in a fast-paced environment
- Basic computer, internet, and email proficiency
- Minimum age is 18+ years old

Training

- Just-in- Time and On-the-Job
- EOC Responders Series
- Position specific training
- Independently complete FEMA IS-100, 200, 700 and 800 <https://training.fema.gov/is/crslst.aspx>
- Others as available

TO APPLY, PLEASE CONTACT:

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