



# SPECIFIC RESPONSIBILITIES – EOC LIAISON

## State and County (Operational Area) Emergency Operations Center (“EOC”) Private Sector Liaison

**EOC Activation:** The Operational Area EOC may be activated in situations where county-wide coordination is imperative for effective response to an emergency event, security threat, or extended weather or energy condition. These events include, but are not limited to earthquake, extreme heat or cold, severe storm, extended or widespread utility emergency, major building fire or emergency, major hazardous materials event, terrorist attack, large-scale civil disorder or a planned special event.

**Private Sector - EOC Liaison Participation:** During certain emergencies, the private sector may be requested to staff a liaison position at the Operational Area EOC. This includes emergencies where private institutions are threatened or affected by a condition or event. The EOC Private Sector Liaison will act as a conduit of information and guidance between the Operational Area and local private sector institutions. The liaison’s role is to gather status reports and information from critical private sector constituents provide this information to the EOC Plans, Operations and Logistics Sections using authorized automated or manual reporting methods, disseminate information efficiently and effectively to various constituents and stakeholders, and act as an advocate for the private sector.

The EOC Private Sector Liaison is requested to staff a regular EOC work shift, which is usually from 6:00 AM to 6:00 PM or from 6:00 PM to 6:00 AM. The EOC liaison reports to the Liaison Officer, in the Command/Management Section. Based on liaison availability, representatives may split shifts and/or be available by telephone.

### **Private Sector EOC Liaison Responsibilities:**

- Assess and track the status of private sector problems and needs. Assess the impact to the private sector of problems reported by other entities.
- Gather information on private sector operations by phone, fax, email, internet, news media, and other means available.
- Provide the EOC with information regarding private sector issues (key operational timelines, facility locations, building access needs, transportation issues, relocation logistics, security issues, recovery priorities).
- Make resource offers on behalf of the private sector to the EOC, as resources become available.
- Provide information for EOC status reports as requested.
- Disseminate relevant information and guidance from the EOC to private sector contacts, as authorized.
- Provide brief verbal status updates as requested regarding the health of the private sector and key infrastructure providers.
- Provide a shift change report/briefing to the next Private Sector Liaison on duty.
- Participate in meetings and conference calls as needed during the shift.

### **Qualifications:**

- Familiarity with the names and types of local, regional, national and worldwide private sector organizations and functions
- Knowledge of ICS, SEMS and NIMS emergency management systems (training to be provided to liaisons in advance)
- Familiarity with the Operational Area EOC and staffing structure
- Strong oral and written communication skills
- Good problem assessment and evaluation skills
- Strong computer skills, including proficiency with word processing, spreadsheet and database programs
- On-call staff must be within one hour travel time to the EOC, if activated
- It would be desirable for candidates to be able to make this commitment a high priority realizing that there may be times and circumstances where they have to draw their undivided attention toward their own professional and personal priorities. In these cases, other liaison volunteers for that State or County EOC or neighboring County EOC liaison volunteers would cover the absence.