

# North Tree Enterprises, Inc.

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## JOB DESCRIPTION | IMS SUPERVISOR

**JOB TITLE / CLASSIFICATION:** IMS Supervisor 1 – Trainee, IMS Supervisor 2 – Experienced, & IMS Supervisor 3 – Expert

**JOB SUMMARY:** NTE provides Incident Management Support (IMS) to Cal Fire and other organizations that perform emergency response services. IMS staff provides administrative support services at incident specific locations. The IMS Supervisor will be provided transportation to the incident or participate in the mobilization of related equipment as a means of transport, or may use their personally owned vehicles if circumstances warrant. As the Supervisor of a 2-4 person IMS team this individual plans, administers, and executes a program of clerical services similar to what is performed in an office and/or copy center setting. The IMS Supervisor provides onsite personnel management and leadership, acts as the primary contact between the Company and Customer for work related tasks, assigns work tasks to IMS Staff, reviews work for customer compliance and quality assurance, provides IMS Staff training in equipment operations, provides for the welfare of the staff, oversees incident cost controls and is responsible for preparing incident invoicing. The IMS Supervisor is responsible for the proper care of company equipment such as copiers, fax machine, plotters, and laminators, and also performs computer operations including administrative and desktop publishing tasks using MS Office, Adobe Acrobat Professional and the transferring of files via digital media or cloud based services. The IMS Supervisor leads by example demonstrating resourcefulness, the ability to problem solve, stay positive under pressing circumstances, and to make cost effective choices while performing operations essential to meeting and exceeding client expectations. If you are ready to hit the ground running and welcome the opportunity to support men and women working the front lines of emergency incident response, we want to hear from you.

**LOCATION:** Variable as assigned.

**WORK HOURS:** Typically 12 hour (day or night) operational periods not to exceed 21 consecutive days or for duration of assigned project.

**DESIGNATION:** Call-When-Needed; Non-exempt (Hourly).

(IMS SUPR 1) **IMS Supervisor 1, Trainee** – The candidate has previous experience as IMS Staff or similar, but no previous experience as IMS Supervisor. An employee may be a supervisory trainee for multiple seasons based on individualized training proficiencies and skill development needs.

(IMS SUPR 2) **IMS Supervisor 2, Experienced** – The candidate has a minimum of one season of experience as IMS Supervisor in charge of the mobile office trailer, IMS staff, and incident billing. The IMS Supervisor 2 provides mentorship to IMS Staff and IMS Supervisor 1 Trainees; demonstrates proficiency as supervisor; and is able to lead incidents and perform all associated tasks without direct supervision.

(IMS SUPR 3) **IMS Supervisor 3, Expert** – The candidate has several seasons of experience as Incident Lead / IMS Supervisor in charge of the mobile office trailer, IMS Staff, and incident billing. The IMS Supervisor 3 provides mentorship to all levels of IMS Staff and IMS Supervisors; demonstrates expert knowledge of the mobilization / demobilization process; and consistently exhibits superior problem solving, customer service and quality assurance abilities through both their individual performance and through expert use and leadership of their incident staff.

Wage Rates:

Begin at \$17.00 per/hr for the IMS Supervisor 1, Trainee

**DESCRIPTION OF WORK ENVIRONMENT:** Locations and amenities will vary based on the location of the job site. NTE provides a mobile office that establishes a base of operations within a greater work site setup by our client organizations. See attached IMS Supervisor Job Analysis Outline for further information.

**DESCRIPTION OF PHYSICAL REQUIREMENTS:** While the position is generally clerical, there is an aspect of light industrial tasks associated with setting up in remote locations. The ability to perform light lifting, climbing, and maneuvering or relocation of heavier objects is necessary for this role. See attached IMS Supervisor Job Analysis Outline for further details.

**ESSENTIAL FUNCTIONS:**

- On-site Company Representative for financial documentation, incident site operations, and Incident Commander, and Incident Command Team members. Acts as Key customer contact during the deployment.
- Performs duplication, lamination, light-advanced computer operations including some desktop publishing tasks like designing and printing flyers, brochures, handbooks, booklets, etc.
- Leads and demonstrates first rate customer service. Maintains a customer friendly / customer first approach in all contacts while on assignment.
- Performs Action Plan and Safety 'Tailgate' Meetings at each shift change to review open orders, prioritize and assign tasks, review safety issues and concerns and generally unify and care for the ongoing focus and motivation of the team.
- Integrity, the desire to perform and produce work of the highest quality, as well as the ability to problem solve in unpredictable situations is necessary for the success of anyone in this role.
- Provides management and leadership to assigned employees during a deployment.
- Oversees proper setup of mobile office trailer including, placement, power connections, fueling and proper activation/deactivation sequences for equipment in partnership with the IMS Transport driver.
- Performs setup/activation of office equipment, communications and administrative services.
- Ensures that all elements related to safety including proper function of everything from the generator to lighting, to the stairs and doors; monitors and ensures supply of general safety equipment like ladders, flashlights, first aid materials, water, etc.; maintains organization of onsite materials, keeping items accessible, walkways free and clear of debris and clutter ever mindful of trip hazards. Performs Safety meetings with staff at shift changes to ensure safety is always a top priority.
- Contributes written How-To's and checklists to training materials for established, updated and new procedures, documenting solutions to common problems ensuring access to all IMS staff.
- Generously shares knowledge with both IMS Staff and other IMS Supervisors.
- Other Duties as Assigned.

**REPORTING RELATIONSHIP:**

- **General** - This IMS Supervisor (all levels) is managed by the NTE Operations Supervisor based at Station 20 between deployments.
- **Mobilization** - Once deployed to an incident, this employee reports to the Customer Representative on site or the ranking NTE employee on site and/or Incident Commander.

- **Technical** - This employee will seek technical input during a deployment from the Lead NTE Operations Supervisor on call or other resources as directed.
- **Subordinates** - This employee manages and leads the IMS Staff assigned to the incident and provides mentorship to trainees and staff as assigned.

**EDUCATION AND/OR EXPERIENCE:**

**Required:**

- A High School Diploma or GED.
- Experience supervising and delegating to others in professional environments and /or manner.
- Project lead experience showing the ability to manage many moving parts including people, processes, equipment, time and financial elements.
- Ability to make good decisions under pressure.
- Knowledge of office machines, copiers, fax, printers, and computer operations.
- Demonstrated ability to perform standard maintenance tasks for office equipment including cleaning, print calibrations, paper fills, removing paper jams and other similar tasks.
- Microsoft Office (Word, Excel, PowerPoint, Publisher, Adobe Pro) proficiency including established skills and the ability to ‘figure it out’ as you go in a timely fashion.
- Intermediate (solid) skills with Adobe Acrobat Professional.
- Experience using advanced print settings via native software application, print driver software and/or direct from printer hardware to create optimal prints.
- Ability to stay calm in stressful situations with limited resources and use what you know (and the knowledge of others around you) to solve problems and deliver quality results to clients with timely execution.
- Clear understanding of, and ability to consistently demonstrate professional manner in behavior and verbal communications.

**Preferred:**

- Experience with high-volume printing and graphic plotters desirable.
- Experience in event and project management.
- Advanced knowledge of Microsoft Word, Excel, PowerPoint and Publisher.
- Advanced knowledge of Adobe Acrobat Professional.
- Some proficiency with Adobe Creative Suite would be a bonus.

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**About North Tree Fire Enterprises, Inc.**

North Tree Enterprises, Inc. (NTE) is a company that provides a variety of services and resources to emergency incidents, resource managers and the fire community. NTE has been a legal and recognized fire company in the State of California since 1997. (CFIRS number: 58013, FireScope three letter designator: NTI). For more information, please visit NTE’s website at [www.northtreefire.com](http://www.northtreefire.com)

**North Tree Enterprises is an Equal Opportunity Employer and a Drug-Free Workplace.**

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Employment with North Tree Enterprises is at-will and therefore either NTE or Employee may terminate Employee's employment at any time, with or without cause for any reason whatsoever.

# Explanations and Definitions of Terms for Job Analysis Outline

*Except for the category of "Not Significant", all other definitions are from the "Handbook for Analyzing Jobs," U.S. Department of Labor, Manpower Administration, 1972.*

<b>NP:</b>	Not Present	
<b>NS:</b>	Not Significant	(1% - 5% of the time)
<b>O:</b>	Occasionally	(6% - 33% of the time)
<b>F:</b>	Frequently	(34% - 66% of the time)
<b>C:</b>	Continuously	(67% - 100% of the time)

## **Standing:**

Remaining on one's feet in an upright position at work station without moving about.

## **Walking:**

Moving about on foot.

## **Sitting:**

Remaining in the normal seated position.

## **Lifting:**

Raising or lowering an object from one level to another includes upward pulling).

## **Carrying:**

Transporting an object, usually holding it in the hands or arms, or on the shoulder.

## **Pushing:**

Exerting force upon an object so that the object moves away from the force (includes slapping, striking, kicking, and treadle actions).

## **Pulling:**

Exerting force upon an object so that the object moves toward the force (includes jerking).

## **Balancing:**

Maintaining body equilibrium to prevent falling when walking, standing, crouching, or running on narrow, slippery or erratically moving surfaces; or maintaining body equilibrium when performing gymnastic feats.

## **Crawling:**

Moving about on hands and knees or hands and feet.

## **Sedentary Work:**

Lifting 10 lbs. maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and small tools. Although a sedentary job is defined as one that involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

## **Light Work:**

Lifting 20 lbs. maximum with frequent lifting and/or carrying objects weighing up to 10 lbs. Even though the weight lifted may be only a negligible amount, a job will be in this category (1) when it requires walking or standing to a significant degree; or (2) when it requires sitting most of the time but entails pushing and pulling of arm and/or leg controls.

## **Medium Work:**

Lifting 50 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 25 lbs.

## **Heavy Work:**

Lifting 100 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 50 lbs.

**Very Heavy Work:**

Lifting objects in excess of 100 lbs. With frequent lifting and/or carrying of objects weighing 50 lbs. or more.

## JOB ANALYSIS OUTLINE

JOB TITLE: IMS Supervisor 1, IMS Supervisor 2, and IMS Supervisor 3

Work Is Performed: [Check appropriate category]

  C   Inside        NS   Outside        NS   Both

<b>Stands</b>	0-1	1-2	<b>&gt;2-3</b>	3-4	4-5	5-6	6-7	7-8	9-10	Hours
<b>Walks</b>	<b>&gt;0-1</b>	1-2	2-3	3-4	4-5	5-6	6-7	7-8	9-10	Hours
<b>Sits</b>	0-1	1-2	2-3	3-4	4-5	5-6	6-7	<b>&gt;7-8</b>	9-10	Hours

Employee Lifts	ITEM(S)	NP	NS	O	F	C
0 - 10 lbs.	Clipboards, office packages				X	
11 - 20 lbs.	Trailer set-up or tear down			X		
21 - 50 lbs.	Office paper reams, cases and rolls, small equipment like lamination machines, fax machine, etc.				X	
51 - 100 lbs.						
100 plus lbs.				X		
Employee Carries	ITEM(S)	NP	NS	O	F	C
0 - 10 lbs.	Clipboards, lap tops			X		
11 - 20 lbs.						
21 - 50 lbs.	Office paper reams, cases and rolls, small equipment like lamination machines, fax machine, etc.			X	X	
51 - 100 lbs.						
100 plus lbs.						

Employee Pulls	ITEM(S)	NP	NS	O	F	C
0 - 10 lbs.	Chairs and Tables			X		
11 - 20 lbs.	Paper Reams and Rolls, Trailer set-up or tear down			X		
21 - 50 lbs.	Office paper reams, cases and rolls, small equipment like lamination machines, fax machine, etc.				X	
51 - 100 lbs.						
100 plus lbs.						

Physical Activity	NP	NS	O	F	C
Climbs ramps					
Climbs stairs				X	
Climbs scaffolding					
Climbs ladders			X		
Balances				X	
Stoops (bends forward at waist)				X	
Kneels (works on knee or knees)			X		
Crouches (bends at waist and knees)			X		
Crawls			X		
Reaches above shoulder level				X	
Reaches below shoulder level				X	
Handles (seizes, holds, grasps)					X
Fingers (picks, pinches)					X
Feels (perceives size, shape, temperature and texture)					X

Worker Is Exposed To	NP	NS	O	F	C
Extreme cold		X			
Extreme heat		X			
Temperature changes		X			
Rain					
Snow					
Humidity		X			
Noise		X			
Vibrations					
Fumes			X		
Dust			X		
Mist					
Gases					
Poor Ventilation		X			

	This Job Would Be Classified As
	Sedentary - lifting 10 lbs. Maximum. Walking and standing are done only occasionally.
<b>C</b>	Light - lifting 20 lbs. Maximum. Frequent lifting of 10 lbs.
<b>O</b>	Medium - lifting 50 lbs. Maximum. Frequent lifting of 25 lbs.
	Heavy - lifting 100 lbs. Maximum. Frequent lifting of 50 lbs.
	Very Heavy - lifting in excess of 100 lbs. Frequent lifting of 50 lbs.

**GENERAL COMMENTS:**

Job site conditions are highly variable, ranging from work in a remote field location housed in a generator powered 5th wheel trailer in areas with limited amenities and hot weather conditions, to areas in or near cities with full service amenities provided.

Rest accommodations ranging from motel rooms to field tents with field amenities such as portable showers can be expected. Travel may consist of 8-12 hours in a vehicle to airline transport. Some assignments maybe in a natural disaster area (such as a hurricane) where creature comforts are minimal.

## Acknowledgment of Receipt of Job Description

I \_\_\_\_\_ [print name] have read and understand the job description for the **IMS Supervisor** position and \_\_\_am / \_\_\_am not able to perform this job as described \_\_\_without / \_\_\_with reasonable accommodation. If reasonable accommodation is required, please note requirement(s) below.

Reasonable accommodation(s) required [if none, state "not applicable"]:

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Signature of Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of NTFI Representative: \_\_\_\_\_

Date: \_\_\_\_\_