

# North Tree Enterprises, Inc.

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## JOB DESCRIPTION | IMS STAFF

### **JOB TITLE / CLASSIFICATION: IMS STAFF 1, Trainee & IMS STAFF 2, Experienced**

**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. Employees are provided transportation to incidents or participate in the mobilization of related equipment as a means of transport. As a member of a 2-4-person Incident Management Support Team, individuals will perform a variety of clerical services similar to what is performed in an office and/or copy center setting. As directed by the IMS Supervisor, employees operate office equipment such as copiers, fax machine, plotters, and laminators, and may also perform computer operations like data entry, desktop publishing, and transferring of files via digital media or cloud-based services. Employees exhibit a positive, client focused demeanor while performing assigned tasks in a timely and efficient manner. The ability to problem solve, stay positive under pressing circumstances, and to make cost effective choices while performing operations including the care and maintenance of company equipment are essential to one's success in this role. 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, night or swing) operational periods not to exceed 21 consecutive days or for duration of assigned project.

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

The IMS Staff 1 candidate has no previous experience and is determined to be a Trainee.

The IMS Staff 2 candidate has at least one season of previous experience performed as IMS Staff 1 or has performed at a high level on the first full assignment (discretion of the IMS Supervisor).

### **Wage Rate:**

Begins at \$14.00 per/hr. for the IMS Staff 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 Staff 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 Staff Job Analysis Outline for further details.

## ESSENTIAL FUNCTIONS:

- Performs duplication, lamination, light-advanced computer operations including some desktop publishing tasks like designing and printing flyers, brochures, handbooks, booklets, etc.
- Provides first rate customer service. Maintains a customer friendly / customer first approach in all contacts while on assignment.
- Assists with tactical mobilization and de-mobilization activities as directed by the IMS Supervisor.
- 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.
- Other Duties as Assigned.

## REPORTING RELATIONSHIP:

- **General** - This employee is managed by the IMS Lead Supervisors between deployments.
- **Mobilization** - Once deployed to an incident, this employee reports to the IMS Supervisor on site or the ranking NTFI employee on site.
- **Technical** - This employee will report with technical issues and seek technical input during a deployment from the IMS Supervisor on site or the IMS Lead Supervisor on call.
- **Subordinates** – There are no subordinates reporting to IMS Staff 1 or IMS Staff 2.

## EDUCATION AND/OR EXPERIENCE:

### Required:

- 18 year and older.
- A High School Diploma or GED.
- Knowledge of office machines, copiers, fax, printers, and computer operations.
- 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.
- Demonstrated ability to perform standard maintenance tasks for office equipment including cleaning, print calibrations, paper fills, removing paper jams and other similar tasks.
- 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.
- 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, Fire Scope three letter designator: NTI). For more information, please visit NTFI's website at [www.northtreefire.com](http://www.northtreefire.com)

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

**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.**

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# 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 Staff** 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: \_\_\_\_\_