

## FATALITY MANAGEMENT CALL TAKER SPECIALIST

TYPE	TYPE 1	NO TYPE 2
<b>DESCRIPTION</b>	The Fatality Management (FM) Call Taker Specialist: 1. Reports to the FM Information Collection Coordinator 2. Initiates the Authority Having Jurisdiction (AHJ)-approved call center paperwork or software with family members and acquaintances of victims 3. Receives incoming calls reporting missing persons 4. Handles all verbal and written communication about the deceased, next of kin (NOK), and family members with discretion and confidentiality	Not Applicable
CATEGORY	CRITERIA	CRITERIA
<b>EDUCATION</b>	High school diploma or equivalent  <b>NOTES:</b> The equivalent of a high school diploma is a certificate of high school equivalency.	Not Applicable
<b>TRAINING</b>	Completion of the following: 1. IS-100: Introduction to the Incident Command System, ICS-100 2. IS-200: Incident Command System for Single Resources and Initial Action Incidents 3. IS-700: National Incident Management System, An Introduction 4. IS-800: National Response Framework, An Introduction 5. Psychological First Aid (PFA) Training (minimum 4 hours)  <b>NOTES:</b> Not Specified	Not Applicable
<b>EXPERIENCE</b>	Knowledge, Skills, and Abilities: 1. Intermediate computer skills, including e-mail, internet, word processing, and spreadsheet proficiency 2. Strong interpersonal skills 3. Ability to handle high call volumes and high-stress calls  Experience: Two years of call-taking experience in a call center, dispatch center, or high-volume office setting  <b>NOTES:</b> Not Specified	Not Applicable
<b>PHYSICAL/MEDICAL FITNESS</b>	1. Performs duties under moderate circumstances characterized by working consecutive 12-hour days under physical and emotional stress for sustained periods of time 2. Maintains immunizations in accordance with the U.S. Department of Health and Human Services Centers for Disease Control and Prevention's (CDC) immunization recommendations  <b>NOTES:</b> Not Specified	Not Applicable

Superseded



TYPE	TYPE 1	NO TYPE 2
CURRENCY	1. Functions in this position during an operational incident, exercise, drill, or simulation at least once every five years OR currently works in a call center or high volume medical office setting 2. Background checks as applicable law permits or requires	Not Applicable
	<b>NOTES:</b> Provider must carry out and use any background checks as applicable law specifies. This may include a background check completed within the past 12 months; a sex-offender registry check; and a local, state, and national driving and criminal history.	
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Applicable
	<b>NOTES:</b> Not Specified	

Superseded

## ORDERING SPECIFICATIONS OR DESIGNATIONS

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1. (X) Can be ordered as an individual asset
2. (X) Can be ordered in conjunction with a NIMS typed team (Fatality Management Victim Information Center Team)
3. ( ) Can be ordered in conjunction with a NIMS typed unit
4. Discuss logistics for deploying this position, such as security, lodging, transportation, and meals, prior to deployment
5. This position typically works 6 hours per shift, is self-sustainable for 72 hours, and is deployable for up to 14 days

## REFERENCES

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1. FEMA, NIMS 508: Fatality Management Victim Information Center Team
2. FEMA, NIMS 509: Fatality Management Information Collection Coordinator
3. FEMA, National Qualification System Guide, November 2017
4. U.S. Department of Health and Human Services, Centers for Disease Control and Prevention (CDC), Immunization Recommendations for Disaster Responders

## NOTES

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Nationally typed resources represent the minimum criteria for the associated category.

**Superseded**