

LOGISTICS DRIVER POSITION DESCRIPTION SEVERE WEATHER (ICS-204 Form)

Position: Logistics Driver - Severe Winter Weather	Section: Logistics
Recruitment for (can select both):	Volunteer: Y Staff: Y
Position Supervisor: Ground Support Unit Lead	
Work Location: Dependent on vehicle home location or warehouse/distribution center as assigned; within Multnomah County	
Shifts: Varies dependent on incident parameters; will be communicated to staff via shift sign up tool.	
Contact: Gail Zuro gail.zuro@multco.us 971-349-3373 Tigger Subotnick tigger.subotnick@portlandoregon.gov 503-865-6848	Supervisor: eoc.groundsupportunit@multco.us & eccgroundsupport@portlandoregon.gov 503-988-5949
Equity & Empowerment Lens	
<p>Multnomah County staff:</p> <p>People, Place, Processes, and Power. The Equity & Empowerment Lens seeks to identify underlying patterns, barriers, and opportunities leading to equity and racial justice.</p> <p>It is important that we incorporate our Equity initiatives in all that we do. Review Multnomah County's Why We Lead with Race area of the website.</p>	
Ethics & Philosophy	
<ol style="list-style-type: none"> 1. Be patient, kind, and a good listener. Use compassion, acceptance, and mutual respect. 2. Create welcoming spaces and interrupt oppression. <ol style="list-style-type: none"> a. Ensure the services we provide are culturally responsive/culturally specific. 3. Use supportive, person-first language and body language. Please be mindful of how your behavior can escalate or de-escalate any situation. 4. Carry out the Vision, Mission, Values and Goals of Multnomah County - View here 	

5. The Portland City Council unanimously passed Resolution 37492 on June 17, 2020 adopting Anti-racism, Equity, Transparency, Communication, Collaboration, and Fiscal Responsibility as Core Values of the City of Portland. These values inform a unified workplace and city culture, systems, policies, practices, and procedures. View [Here](#)
6. Use Assertive Engagement approach in working with guests and other staff - More information [here](#)
7. Deliver services in a Culturally Responsive and/or Culturally Specific manner - Multnomah County guidance found [here](#).
8. County employees across the organization have stepped forward to develop a strategic plan and help create a workplace where everyone can reach their full potential. - View [here](#)
9. Responsive to continuously developing situations, sometimes with urgency.

Section Overview

The Logistics Section is responsible for all service support requirements needed to facilitate incident management operations, including the ordering of additional resources. This Section provides facilities, transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, as required.

Unit Overview

Ground transportation is a critical lifeline for severe weather emergency response. When Multnomah County receives several inches of snow, freezing rain or other inclement winter weather, transportation becomes a limiting factor in the City/County response as well as in keeping essential functions across many sectors working. Emergency management is responsible for assisting with transportation of supplies, shelter participants, shelter staff and volunteers, and other essential staff either through coordination of partner resources, or direct assistance.

Position Responsibilities

This position is mainly responsible for transporting people and materials to various locations during an emergency. Some of the general duties may include but are not limited to:

- Driving and maneuvering of vehicles in inclement weather (using traction control devices in severe winter weather) (SUV's, mid-size cargo vans, full-size passenger vans, 25' box truck with a lift gate).
- Receiving and logging donations
- Counting and moving inventory
- Shopping (Multco and City staff with procurement cards only)
- Picking up orders
- Gathering, loading and delivery of small and very large orders of necessary supplies.
- Using a manual pallet jack requires training from a certified instructor (provided by Logistics Section), and staff-provided steel toed shoes.
- Getting vehicles fueled - Ground Support Lead will provide drivers with fueling guidance.
- Preparing and setting up buildings for services such as shelters, vaccine/testing clinics,

operational command centers

- Transporting community members to/from shelters
- Transporting shelter or other essential staff to/from work sites
- Training new employees and volunteers on the job and processes
- Cleaning and sanitizing work areas and vehicles
- Basic maintenance for vehicles - checking fluid levels, changing tires, putting chains on tires during winter driving and reporting any missing or consumed safety items.
- Tracking mileage for trips using the mileage record in each vehicle

General Staff Assignments

Supply transport:

- Receive pickup locations from Unit lead or acting dispatcher and provide current location, anticipated route, and estimated arrival time at supply pick up location.
- Contact Unit lead or acting dispatcher to confirm you have received supplies and provide Warming Center destination, and estimated time to Warming Center.
- Loading vehicles with supplies to drive to various City or County run shelters and Community Partner locations.
- Possible lifting, carrying up to 50 lbs.
- Contact the Unit lead or acting dispatcher to notify them that the supplies have been safely transported to the Warming Center.

Guest transport:

- Receive pickup locations from Unit lead or acting dispatcher and provide current location, anticipated route, and estimated arrival time at guest pick up location.
- Contact Unit lead or acting dispatcher to confirm you have located guest and provide Warming Center location, and estimated time to Warming Center.
- Assist guest with entering and exiting the vehicle, and entering the Warming Center.
 - Overcome language barriers. Be comfortable communicating with Limited English Proficiency speakers and using Language Line tools for interpretation if necessary.
- Possible lifting, carrying up to 50 lbs.
- Contact the Unit lead or acting dispatcher to notify them that the guest has been safely transported to the Warming Center.

Essential worker transport:

- Receive pickup locations from Unit lead or acting dispatcher and provide current location, anticipated route, and estimated arrival time at Essential Worker pick up location.
- Contact Unit lead or acting dispatcher to confirm you have located Essential Worker and provide destination location, and estimated time to destination.
- Possible lifting, carrying up to 50 lbs.
- Contact Unit lead or acting dispatcher to notify them that the Essential Worker has been safely transported to the Warming Center.

If possible, a preference for assignment will be taken into consideration. Please discuss with the supervisor (Ground Support Unit Lead).

Support Resources for this Position

- [What it's like to work in the EOC](#)

Working Environment

- During an activation for severe weather, shifts will occur throughout the day and into the night, based on the incident and will run consecutive days until activation has ended (including through demobilization). All effort will be made for all employees to have at least one day off in a seven day period during activation.
- Potential for swing shift and overnight hours as needed
- Work is done in a combination of physically distanced groups or independently with little supervision (remote supervision).
- Open air warehouses, loading docks, be ready to be outside in all weather conditions, drivers are often in the field on pickups and deliveries, sometimes in an office environment.
- Driving during inclement weather (snow and/or ice). Vehicle types may include: sedan with traction devices, truck or van (4 wheel and/or with traction devices). Commercial Driver's License not required.
- Driving outside of daylight hours.
- Some assignments may include bending, walking, sitting for extended periods, standing for extended periods, and carrying groceries/paper goods, sleeping pads, dirty or clean blankets, bins and other needed supplies.
- Brief periods of being outside in very cold, snowy, and/or icy conditions.
- Pets may be present (potential allergens, fleas).
- Some of the population served may have chronic illnesses, injuries; and may be experiencing mental health or substance use challenges that are ongoing. The incident, along with having to move, may be a cause of distress for them.

Qualifications

- A valid driver's license.
- County workers: Confirmed to drive County vehicles (See [Administrative Procedure RSK-14](#)), including:
 - Completing the NSC defensive driving course
 - [Filing an RSK-14](#) with risk management
- City workers:
 - Complete City Defensive Driving course on City Learner
 - If driving passenger vans, complete Van Driver course on City Learner
 - Complete Motor Vehicle Record review process to make sure they meet the driver eligibility criteria set forth in [HR Administrative Rule 3.09](#) and then follow all the rules in [HR Administrative Rule 4.03](#).
- Ability to arrive at a reporting location without assistance.
- Ability to lift and maneuver up to 50lbs

- Ability to use moving equipment (hand truck and/or pallet jack) - if assigned and trained to do so.
 - Ability to push/pull and maneuver pallets up to 2,200 lbs using a manual pallet jack, if assigned and trained to do so.
- Ability and legal authorization to drive motorized vehicles
- Ability to understand and follow directions
- Ability to use general office equipment: computer, copier, printer, etc.
- Ability to complete basic tasks using Google or Microsoft Suite
- Ability to coordinate and communicate with supervisor, guests, shelter Persons in Charge, 211 and volunteer dispatchers.
- Ability to attach and re-attach chains and tire socks to vehicles that require them.
- Ability to drive safely in snowy and icy conditions.
- Ability to drive passenger van, if assigned and trained to do so.
- Ability to take trailer on/off hitch, if driving a County truck with trailer.
- Recommended:
 - Basic first aid training
 - CPR/AED training

Soft Skills

Area	Impact	%
Working in groups	Inventory, staging orders, driving (large orders). They work together to manage the inventory, but work alone when driving in separate vehicles.	80
Working alone	75-85% Inventory, staging orders, driving (small orders).	80
Direct service (client facing)	<p>Delivery of items to community groups and individuals. Setting up shelters and clinics, purchasing items. Supporting Joint Office of Homeless Service (JOHS) distribution center</p> <p>20-30% This may vary depending on the phase of the event.</p> <p>60-70% Earlier & later in the event the percentage is much higher as they're helping to transport materials and people, etc.</p>	30
Behind the scenes work	Counting inventory, checking safety of vehicles, getting gas and staging and loading orders.	50
Big picture thinking	<p>Planning how to organize and make the most of time on any given set of tasks.</p> <p>30% happens on the fly as orders come in and are divided up. There is some planning and strategy with logistics for</p>	30

	filling and delivering orders.	
Detail oriented work	Applies to inventory and is really important to their work because it impacts the places they're delivering and picking up from - delivery dates, times, contacts, etc	50
Problem solving/process development	List of to do's at the beginning of the shift, but they usually have orders that come in throughout the shift as well.	10
Completing defined task lists	Given assignments throughout shift and need to complete them, document and report back to leads.	90
Working with technology	90% Mostly for communication via phone and documenting w/photos, etc. Using digital maps (Mapquest, Google maps, etc), some basic computer/office skills, inventory is done with pen/paper. Google maps, operating trucks, using computer basic functions.	90%
Working with people	Working with other staff/drivers and the public	80%
Teleworking		0%
Working in person		100%

Tools and Equipment used to do the work

Tool Used	Impact	%
Spreadsheets or Google Sheets	Scheduling docs and inventory	5%
Surveys, Google Forms, Signup Genius		0%
Data Analysis		0%
Google Docs	Sometimes docs are sent by leads or EOC command.	5%
Mail Chimp, Everbridge, Mass Alerts		0%
Phone, Video Calls	80-90% working out logistics for deliveries/inventory. and calling clients to schedule delivery.	80%
Information Gathering or Verification	90% related to deliveries and inventory. Checking in with leads and clients, activity logs.	90%

County Procurement Systems	Shopping and picking up commercial orders. Shopping can only be done by staff who are able to use a p-card.	20%
Drafting County Policy or Procedure		0%
Budgeting or County Finance		0%
Safety Equipment including traction control devices	Vehicles will have traction control devices installed, or available for use, these include studded or studless tires, and/or tire chains or tire “socks”. Vehicles will also be equipped with deicer, an ice scraper, flares, shovel, fire extinguisher, first aid kit, and other safety equipment.	100%
Trailers	10% Usually for moving materials/equipment for winter shelters/temporary shelters.	10%
Large Trucks (CDL) or Forklifts	80% for large trucks, non-CDL. 50% pallet jacks, 5% forklift. Most drive SUV’s, passenger vans or cargo vans. Pallet jacks and box trucks with lift gates.	40%
Inventory or Warehousing	Counting, moving, and staging inventory	90%

Safety Message

- Safety Precautions**
1. Wear warm clothing in layers. Shoe traction devices are recommended. Hats and gloves are recommended.
 2. If using a pallet jack, wear steel toed boots.
 3. If any emergency occurs, contact 911 as appropriate, and notify the Ground Support Unit Lead as soon as possible.
 - a. Security incident reporting
 - i. Call 911 first if a life-threatening emergency, or if you need immediate police, fire, or medical assistance.
 - ii. City staff should contact (503) 823-7777 if they need to reach City of Portland Security (24/7).
 - iii. Ground Support Lead will notify Safety Officer and Logistics Chief.
 - b. Collision reporting
 - i. Drivers are required by Portland City Code 16.40 to report a crash within 24 hours.
 - ii. Describe the incident in the linked form [HERE](#). Please provide as many details as you can: location, date, time, etc. Upload additional information, the police report, and photographs in the space provided. A hard-copy accident reporting guide will be located in the glove box of your vehicle. We strongly encourage you to file a

police report, even if the damages amount to less than \$2500. Please see State of Oregon reporting requirements [HERE](#)

iii. For County Staff, please follow the instructions on [this Commons Page](#)

4. Steel Toe Boots
 - a. Proper footwear is required to operate pallet jacks.
5. High Visibility Vests
 - a. At all times outside of the office space, a High Vis vest is required.
6. Traffic control devices
 - a. May be necessary if deliveries need to be conducted near traffic areas such streets or busy parking lots.
7. Defensive Driving
 - a. A defensive driving class is required to drive City of Portland and Multnomah County vehicles.
8. Dock Safety
 - a. Hang safety chains back up when the dock is not in use.
 - b. Use wheel chocks at all times
 - c. Always be aware of your surroundings, especially at dock edges.
9. Safety Trainings
 - a. Training by certified instructors is mandatory to operate the electric pallet jack.
10. COVID-19
 - a. All City and County staff must follow current policies pertaining to vaccinations. Vaccinations are required. Approved exemptions/exceptions require staff to wear a KN95 or N95 mask at all times while using vehicles and working within 6 feet of other staff.
 - b. Face coverings are required at all times.

Site Locations

Reporting stations may vary during the incident. You may be assigned a vehicle prior to the weather event, and will report remotely. Supply locations and shelter operations information will be provided by Ground Support lead, and may vary daily.

Logistics Storage Locations:

County Warehouse

[6324 NE Halsey, Portland, OR 97213](#)

Portland Emergency Coordination Center

[9911 SE Bush St., Portland, OR 97266](#)

Multnomah County Yeon Yard (E County)
[1600 SE 190th Ave # 224](#), Portland, OR 97233

Multnomah Building
[501 SE Hawthorne Blvd, Portland, OR 97214](#)

Portland Building
[1120 SW 5th Ave, Portland, OR 97204](#)

Shelters:

Shelters will be determined based on the incident and all locations will be shared with all staff, posted in various locations within the work buildings and posted on County and City websites

Parking:

You will be provided with parking permits or vouchers as needed allowing you to park on-street, in city-owned parking structures, in commercial loading zones.

Snow Routes (for info only):

Shelters and critical work sites will be on PBOT plow routes in the City of Portland. Find PBOT plow routes on the Winter Weather Center map:

<https://pdx.maps.arcgis.com/apps/MapSeries/index.html?appid=935da87d18d148d784d164adcb7218df>.

Find City of Gresham Snow and Ice Plow Routes here:

<http://gresham.maps.arcgis.com/apps/webappviewer/index.html?id=7d5536347a154fcda7c256556781b92a>

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