



**American Red Cross**

Greater Los Angeles

Emergency and Disaster Response  
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## Training Guide

**Group: Disaster Services Technology (DST)**  
**Activity: Computer Operations (RCO)**

**Record for \_\_\_\_\_ DSHR # \_\_\_\_\_**

**Definition:** Handles all desk equipment (phones, computers, etc.) from arrival to setup at DRO.

### Position: Service Associate (SA)

Required Classes	Completed On	Participation	Completed On
Fulfilling Our Mission 3 Hours			

*Service Associate to Supervisor promotions approved by Chapter DSHR review panel*

### Position: Supervisor (SV)

Required Classes	Completed On	Participation	Completed On
Disaster Frontline Supervisor 3.5 Hours		On the job Activity mentoring in each task.	
Disaster Frontline Supervisor Simulation 3.5 Hours		DST 101 Workshops [TOV1, TCS, TNT1, TCO1, TCM1, & TIM1]	

*Supervisor to Manager promotions pre-approved by Chapter for final approval from NHQ*

### Position: Manager (MN)

Required Classes	Completed On	Participation	Completed On
		DST Manager Mentoring	

