



American Red Cross

Greater Los Angeles

Emergency and Disaster Response
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Training Guide

Group: Disaster Services Technology (DST)
Activity: Customer Service (RCS)

Record for _____ DSHR # _____

Definition: Supports end-users and issues equipment (including cell phones) to workers.

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	

