



American Red Cross

Greater Los Angeles

Emergency and Disaster Response
11355 Ohio Avenue
Los Angeles, CA 90025
Phone: (310) 445-9900
Fax: (310) 445-9961
After Hours: (888) 737-4306
www.RedCrossLA.org

Training Guide

Group: Material Support Services (MSS)
Activity: RT 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	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5 Hours		RTT Training	

Service Associate to Supervisor promotions approved by Chapter DSHR review panel

Position: Supervisor (SV)

Required Classes	Completed On	Recommended	Completed On
All Service Associate Required Classes		On the Job Training -- Admin Tools	
DFS Disaster Frontline Supervisor (DSSSS601A) 3.5 Hours			
DFSS Disaster Frontline Supervisor Simulation (DSSSS602A) 3.5 Hours			

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

Position: Manager (MN)

Required Classes	Completed On	Recommended	Completed On
All Service Associate and Supervisor Required Classes		On the Job Training -- Admin Tools	

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



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Position: Administrator (AM)

Required Classes	Completed On	Recommended	Completed On
All Service Associate, Supervisor, and Manager Required Classes		On the Job Training -- Admin Tools	

