

## Flow Specialist

**Reports to:** Flow Crew Leader

**Supervises:** N/A

**Job Summary:** Flow Crew Specialists are responsible for directing members of the public to and through the POD, providing information to the public, determining individual eligibility for additional commodities when necessary, and recording the number of recipients exiting POD.

### START OF SHIFT

- Sign in on the *Check-In / Check-Out Log* and put on your identifying vest and ID.

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- Attend shift briefings and receive your assignment.

### DURING THE SHIFT

- Familiarize yourself with the distribution guidelines (page 29).

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- Look at the site layout and identify the following:
  - Site layout model (vehicle or pedestrian).
  - Entrances and exits.
  - Traffic lanes.
  - Distribution area.

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- For vehicle-based operations:
  - Stand at the entrance to the POD and control access and traffic: Direct vehicles to open loading points.
  - When the front vehicle is adjacent to the first loading point, signal for them to stop, blow a long whistle and say "LOAD" in a loud voice. *This will signal to Loading/Ration Point staff that they may load supplies into the vehicle.*

- Once all Loading/Ration Point staff step back and say “CLEAR”, visually verify that all staff have cleared the vehicle line.
- Direct vehicles to depart the POD in a safe and expedient manner.
- Estimate the number of people in each car and count the number of people who have been served at the POD.

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- For pedestrian-based operations:
    - Walk the line leading up to the POD and provide information and answer any questions the public may have regarding hours of operation and commodity distribution.
    - Individuals who are clearly unable to stand in line for long periods of time may be moved to the front of the line outside the POD. Flow Crew specialists will prioritize people on a case-by-case basis.
    - Only service animals are permitted inside the POD. No pets.
    - Stand at the entrance to the POD to control access to the site and direct members of the public to an open lane.
    - Direct individuals to exit the POD in a safe and expedient manner.
    - Record the number of people who have been served at the POD.

## END OF SHIFT

- Report any updates on flow operations and number of pedestrians or vehicles receiving commodities to the Flow Crew Leader.
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- Debrief and return any equipment and supplies.
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- Verify the start time of your next assigned shift.
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- Sign out.

## Qualifications

- At sites with a large non-English speaking population the ability to speak the local language(s) is preferred.
  - At vehicle-based sites, experience with traffic control is preferred.
  - Able to stand for long periods of time.
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