

VRC Staff Tasks – Phone Bank Staff

You will be handling two types of calls, those from agencies requesting volunteers and those from people wanting to volunteer. The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs. DO take control of each call immediately. It is much more efficient to ask the questions in the order in which they appear on the form. (If the caller takes control, you will find yourself scribbling in the margins and will not get all the required information.)

When an agency calls to request volunteers, fill out a Request for Volunteers form while you are speaking with the agency caller. If there is a computer available for entering the request into a database, Data Entry staff should enter the need as soon as possible, or could enter the data directly while speaking to the caller.

Next, call a runner by raising the flag at your station. Ask the Runner to post the volunteer request on the board in view of the Interviewers (Station #2) and then to give the Request for Volunteers form to the Data Coordinator (Station #3).

When people call to volunteer, thank them and give them the following registration options: (This will need to be edited to reflect the system being used.)

- They may register in person at the VRC, and will be given instructions when they arrive.
- They may register on-line, and will be e-mailed regarding possible assignments and given further instructions. If the caller represents a group that wishes to volunteer together, ask him to be patient while you determine where they can be of most help. It might take one day or several to match a volunteer with a need, especially if he is coming from out of town.

When a match (a mission) is found for that volunteer, e-mail or call him back. Ask him to print the registration form he completed on-line and schedule a time for him to come to the VRC to turn in his signed registration form and complete the registration process.

Items needed:

- An ID Badge for each staff member
- Sign (Phone Bank)
- Supply of Request for Volunteers forms
- Flag or hat to summon a runner
- Two tables and four chairs
- Phones
- Pens