

Phone Bank Job Description

You will be handling calls from agencies requesting volunteers. Calls from persons wanting to become volunteers will not be processed through the VRC phone system, unless the telephone number is intended to be a public. Volunteers are expected to come to the VRC for personal interviews and screening. This information should be included in pre-planned media releases.

Phone Bank Tasks

Fill out a Request for Disaster Volunteers Form while you are speaking with the agency/organization caller. If there is a computer available for entering needs into a database, Data Entry staff should enter the need as soon as possible.

Record each call as completely as possible with sufficient detail to facilitate matching volunteers to the needs. Follow the Disaster Volunteer Request Form, identifying skills that correlate with the Disaster Volunteer Registration Form.

Loss of power occurs in many emergencies. If telephones are not in service, communication between agencies requesting volunteers and the VRC can be facilitated by members of the American Radio Relay League. VRC pre-planning should include this organization. The **Request for Disaster Volunteers Form** is recorded in the same manner as by phone.

When completed:

- Signal a Runner by raising the flag at your Station.
- Give the Runner the completed Disaster Volunteer Request Form to take to the Writer at Station #2 (Interviews) to be posted on the Request Board.
- **Write out sticky notes, one note for each job position requested. If you need 10 people to remove debris then you would have 10 sticky notes each listing debris removal. Runner takes sticky notes to the Request board**
- When Request has been posted, the Runner takes one copy of the Request Form back to the phone bank and one copy stays with the interviewer liaison.