



On-The-Road Captain Responsibilities

- Meets with Event Manager and Volunteer Coordinator 5-10 days before event to discuss plan and resources. Receives list of all confirmed on-the-road (OTR) volunteers with phone tree and email addresses from Volunteer Coordinator via email.
- Emails all OTR volunteers the Friday before the Volunteer Rally to introduce yourself, remind folks about the Rally, and send telephone tree and instructions for tracking volunteers. Emails team again on Friday before the event as a final reminder.
- Familiar with the overall layout of course.
- Staffs the Buzzards Bay Coalition New Bedford office to monitor calls from volunteers. Is available to Call Center Captain all day to provide support as required.
- Receives calls from volunteers reporting issues or requiring information.
- Manages OTR volunteer issues and questions throughout the event.
- Supports Call Center Captain in answering all calls or retrieving voicemails at call center in a timely manner.
- Maintains a calm demeanor and is a reassuring resource for all involved.
- Backup point person for volunteers dropping off or picking up supplies and equipment throughout the day (assisting Call Center Captain).

Resources

- Overall RIDE **Communications/Phone List**
- Printed copies of **maps for all OTR volunteer locations**
- Printed **OTR Volunteer Telephone Tree**
- RIDE Overall **Trucking Schedule**
- BBC office computer, logged in
- Fully-charged cell phone

Start Time: 7:30 am

End Time: 5:30 pm, or when last problem is resolved

Additional Time: Volunteer Rally on the Tuesday before the event from 5:30-7:00pm to meet with volunteers and receive event updates.