



# CALL CENTER DIRECTOR

## JOB ACTION SHEET

### OVERVIEW

Your job is to set up, staff, and operate a call center to handle the influx of calls generated by the event.

1. Complete Job Action Sheet
2. Supervise Call Center Call Takers

### REPORTS TO

Public Information Officer

### SUPERVISES

Call Takers

### PRIORITIES

- Student and staff safety and well-being
- Student and staff whereabouts and conditions
- Impact Site Safety

### OBJECTIVES

- Every student has been accounted for
- Every staff member has been accounted for
- Ensure phone calls and messages are responded to in timely fashion

### STRATEGIES

- Standard Reunification Method



### FIRST 15 MINUTES COMPLETE THESE ITEMS

- Obtain initial briefing from Impact Site Unified Commander
- Review this Job Action Sheet in its entirety
- Request 5 persons from Command Post for:
  1. Call Takers
- Confirm availability of enough landline phones (do not use VoIP or Mobile phones)
- Call School District for access to their designated call center
- Set up Call Center with at least 5 phones
- Once Call Center is set up, ask School District IT to direct all phone calls from Impacted Site to the call center number.



### FIRST 30 MINUTES COMPLETE THESE ITEMS

- Develop script with School District to give out to call takers (i.e. "Today the reunification site will be at \_\_\_\_, located at \_\_\_\_. You may come and pick up your child after \_\_\_\_\_. Bring your photo ID. Be advised there will be heavy traffic around reunification site. You will be directed to go through a check-in process, so please be aware that this will take some time....")
- Coordinate with Public Information Officer to ensure consistent messages



### FIRST 60 MINUTES COMPLETE THESE ITEMS

- If more phones are needed, contact the IT Director
- If call takers need to be replaced or given a break, request for more call takers from Staging



### ONGOING TASKS AND CONSIDERATIONS

- Stay in communication with Unified Command
- Resolve any issues that arise with Callers
- If a security issue arises, contact the nearest Law Enforcement Officer



### DEMOBILIZATION AND TEARDOWN

- Return all materials still in your possession to Command Post
- Sign-out

### MANIFEST

- Wristband
- Vest
- Role ID Badge
- Radio

### RADIO CHANNELS

School Radio	Law Enforcement
Fire	EMS



# CALL CENTER DIRECTOR SUPERVISOR TEAM LIST

Title/Position	Name	Cell Phone Number
Public Information Officer		
Call Takers		
Other		



# CALL CENTER DIRECTOR JOB DESCRIPTION

## OVERVIEW

Your job is to handle communication for the Unified Command team. Use the supervisors assigned to you to ensure goals are met. Make adjustments as needed.

1. Execute checklist
2. Supervise the call center with your assigned Supervisors
3. Understand call center responsibilities
4. Ensure all staff has been checked in at the Command Post and issued a green reunification ID pass
5. Read pages titled "Reunification Process" in the back of this binder for more details on reunification
6. \* Triage may be an impact site function, but Triage is not a part of your supervising structure. If a problem arises and can't be fixed, then refer concerns to Unified Commander-EMS

## REPORTS TO

Public Information Officer

## SUPERVISES

Call Takers

## PRIORITIES

- Assign staff
- Maintain Call Center
- Starting the recovery process

## OBJECTIVES

- All calls and messages are responded to in a timely fashion
- Every student still in the school's control is reunited with their parent or guardian

## STRATEGIES

- Standard Reunification Method

## TACTICS

- See Checklist

## BINDERS

Binders are for top level supervisory roles and include an overview of what each position entails and a process to briefly explain where their position fits into Reunification. Binders also contain materials for subordinates.



Supervisors must read their designated binder first, understand what is being asked of them, request needed staff from staging, and then conduct briefings of their own subordinates.

## JOB ACTION SHEET

Binders contain Job Action Sheets for subordinates. The Job Action Sheets contain the Job Description and Checklist for the task and are located in the back of the binder in a pocket page.



## ROLE ID BADGES

Role ID Badges display the role of the staff member on the front and contain a summary of job duties on the back. Some staff may only receive a Role ID Badge. For example: Greeters can be verbally briefed and can refer to their job duties on the back of the ID.



## WRISTBANDS

Every Reunification Staff member should be issued a wristband during check-in at the Responder Staging Area.



Pink bands are used at the Reunification Site, Green bands are issued to the adults at the impacted site.

# REUNIFICATION INCIDENT COMMAND ORGANIZATION CHART INTERIOR OPERATIONS DIRECTOR

