



Call Center Assistants (2 Shifts) - Role Description

On the day of the Ride, Call Center Assistant provides support and relief to the Call Center/SAG Captain at the Buzzards Bay Coalition New Bedford office helping to staff the front desk and phones from 7:30am-5:30pm while 400 cyclists ride 100 miles around Buzzards Bay. Job description and responsibilities include:

- Assists Call Center Captain in maintaining active log of all cyclists on the road
- Along with Call Center Captain, answers calls and retrieves voice mails at call center in a timely manner, fielding distress calls from cyclists who may be broken-down or lost.
- Helps to keep a log of all calls and incidents with name and bib number of each cyclist who calls noting the nature of the call.
- Under direction of Call Center Captain, may dispatch bike mechanics, SAG vehicles, bike marshals, and other resources as needed to solve problems quickly and efficiently. Keeps in touch with OTR Captain/Sweep Car as necessary. (Be sure to let all know who's responding to which situation.)
- Under direction of Call Center Captain, may work with SAG volunteers, emergency contacts, and local police departments as necessary to find missing cyclists.
- Maintains calm demeanor and is a reassuring resource for all involved.
- Additional point person for volunteers dropping off or picking up supplies and equipment throughout the day.
- Assists in accounting for all cyclists as the route closes at 6pm (or at the end of the AM shift) and helps to arrange transportation of any late cyclists to finish line.

Shift #1 - 7:30am-1:00pm (5.5 hrs)

Shift #2 – 12:30pm-5:30pm (5 hrs)

IMPORTANT: Please do not leave your shift early. Let the Volunteer Coordinator know ASAP if an emergency affects your ability to participate so we can arrange coverage for your position.

Thank you for volunteering for the Buzzards Bay Watershed Ride!