

DONATIONS CALL CENTER SUPERVISOR

RESOURCE CATEGORY	Mass Care Services
RESOURCE KIND	Personnel
OVERALL FUNCTION	The Donations Call Center Supervisor coordinates and manages a phone bank or call center
COMPOSITION AND ORDERING SPECIFICATIONS	<ol style="list-style-type: none"> 1. This position can be ordered as a single resource or in conjunction with a NIMS typed team (Donations Coordination Task Force or Volunteer Coordination Task Force). 2. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation, and meals, prior to deployment 3. The position typically works 12 hours per shift, is self-sustainable for 72 hours and is deployable up to 14 days 4. Requestor may specify any additional qualifications necessary based on incident complexity and needs

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.

COMPONENT	TYPE 1	TYPE 2	NOTES
DESCRIPTION	Same as Type 2, PLUS: <ol style="list-style-type: none"> 1. Coordinates and manages a state or regional phone bank or call center 2. Manages call center operations, including coordinating call center volunteers, recruiting call-takers, developing scripts, troubleshooting and managing phone operators and equipment 3. Ensures logistical support, such as securing facility space, equipment, phones, computers and workstations 	The Donations Call Center Supervisor: <ol style="list-style-type: none"> 1. Coordinates and manages a local or county phone bank or call center 2. Implements and updates call center scripts 3. Ensures that incident information is received and communicated quickly and accurately 4. Identifies and trains call-takers 5. Coordinates operations with the Public Information Officer (PIO), Donations Coordination Task Force, Volunteer Coordination Task Force, Mass Care Task Forces (such as the Distribution of Emergency Supplies Task Force) and other emergency human services operations, as the Authority Having Jurisdiction (AHJ) specifies 	Not Specified
EDUCATION	Not Specified	Not Specified	Not Specified



COMPONENT	TYPE 1	TYPE 2	NOTES
TRAINING	Same as Type 2, PLUS: Completion of the following: 1. E0289: State Volunteer and Donations Management 2. IS-405: Mass Care/Emergency Assistance Overview 3. IS-703: National Incident Management System Resource Management	Completion of the following: 1. IS-026: Guide to Points of Distribution 2. IS-100: Introduction to the Incident Command System, ICS-100 3. IS-200: Basic Incident Command System for Initial Response, ICS-200 4. G0288: Local Volunteer and Donations Management 5. IS-288: The Role of Voluntary Organizations in Emergency Management 6. G0489: Management of Spontaneous Volunteers in Disasters 7. IS-700: National Incident Management System, An Introduction 8. IS-800: National Response Framework, An Introduction 9. Local Call Center Orientation, such as 2-1-1 or equivalent	The NIMS Training Program defines a national baseline to guide and promote NIMS training. It provides recommendations to assist AHJs in developing their own training plans, tailored to their specific needs
EXPERIENCE	Same as Type 2, PLUS: Knowledge, Skills and Abilities: 1. Ability to develop and implement call center scripts and training Experience: 1. Experience working as a NIMS Type 1 or Type 2 Donations Call Center Supervisor during three operational incidents or planned events at a local, state, territorial, tribal or Federal level	Knowledge, Skills and Abilities: 1. Ability to manage phone banks, call centers and social media 2. Ability to refer offers of donated funds, goods and volunteer services to appropriate nongovernmental organizations (NGO) or agencies 3. Ability to train call center volunteers 4. Ability to provide information and referrals for emergency human services Experience: 1. Experience working in donations coordination, volunteer coordination, mass care operations or emergency human services at a local, state, territorial, tribal or federal level 2. Experience working in a call center	Not Specified
PHYSICAL/MEDICAL FITNESS	Same as Type 2	1. Moderate 2. Is able to work while wearing appropriate Personal Protective Equipment (PPE) 3. Maintains immunizations in accordance with current AHJ requirements	1. The NIMS Guideline for the National Qualification System (NQS) defines Physical/Medical Fitness levels for NIMS positions 2. PPE is mission specific and may vary by working environment; it includes protective footwear, protective clothing for skin exposure, eye and ear protection, respirators, gloves and masks
CURRENCY	Functions in this position during an operational incident, planned event, exercise, drill or simulation at least once every three years	Functions in this position during an operational incident, planned event, exercise, drill or simulation at least once every five years	Not Specified



COMPONENT	TYPE 1	TYPE 2	NOTES
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Specified	Not Specified



NOTES

Nationally typed resources represent the minimum criteria for the associated category.

REFERENCES

1. FEMA, NIMS 508: Distribution of Emergency Supplies Task Force
2. FEMA, NIMS 509: Distribution of Emergency Supplies Task Force Leader
3. FEMA, NIMS 509: Distribution of Emergency Supplies Team Leader
4. FEMA, NIMS 508: Donated Goods Warehouse Management Team
5. FEMA, NIMS 509: Donated Goods Warehouse Management Team Leader
6. FEMA, NIMS 508: Donations Coordination Task Force
7. FEMA, NIMS 509: Donations Coordination Task Force Leader
8. FEMA, NIMS 509: Donations Specialist
9. FEMA, NIMS 508: Drive-Through Point of Distribution Team
10. FEMA, NIMS 509: Mass Care Specialist
11. FEMA, NIMS 508: Mobile Distribution Team
12. FEMA, NIMS 508: Pedestrian Point of Distribution Team
13. FEMA, National Incident Management System (NIMS), October 2017
14. FEMA, NIMS Guideline for the National Qualification System, November 2017
15. FEMA, National Response Framework, October 2019
16. FEMA, Recovery Policy RP9525.2, Donated Resources, February 2014