

## DONATIONS CALL CENTER SUPERVISOR

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

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
<b>DESCRIPTION</b>	Same as Type 2, PLUS: 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: 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
<b>EDUCATION</b>	Not Specified	Not Specified	Not Specified

Superseded

Position Qualification for Mass Care Services  
Mass Care Services

COMPONENT	TYPE 1	TYPE 2	NOTES
<b>TRAINING</b>	Same as Type 2, PLUS: Completion of the following: 1. E0289: State Volunteer and Donations Management 2. IS-405: Overview of Mass Care/Emergency Assistance 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: Incident Command System for Single Resources and Initial Action Incidents 4. G0288: Local Volunteer and Donations Management  5. IS-288: The Role of Voluntary Agencies 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	Not Specified
<b>EXPERIENCE</b>	Same as Type 2, PLUS: Knowledge, Skills, and Abilities: Ability to develop and implement call center scripts and training  Experience: 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
<b>PHYSICAL/MEDICAL FITNESS</b>	Same as Type 2	Performs duties under arduous circumstances, characterized by working consecutive 12-hour days under physical and emotional stress for sustained periods of time	Not Specified
<b>CURRENCY</b>	Functions in this position during an operational incident, exercise, drill, or simulation at least once every three years	Functions in this position during an operational incident, exercise, drill, or simulation at least once every five years	Not Specified

Superseded



Position Qualification for Mass Care Services  
Mass Care Services

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

Superseded



Position Qualification for Mass Care Services  
Mass Care Services

## 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, Recovery Policy RP9525.2, Donated Resources, February 2014
14. National Wildfire Coordinating Group (NWCG), National Incident Management System Wildland Fire Qualification System Guide, PMS 310-1, Physical Fitness Levels, October 2016

Superseded