



Telephone Answering Coordinator

Purpose

The AYSO volunteer position of telephone answering coordinator is intended to be responsible for telephone communications for the region.

Specific Duties and Responsibilities

The telephone answering coordinator is expected to:

1. Check and answer questions left on the region's telephone mail system or answering machines; and
2. Work as a liaison relaying messages for the board members.

Qualifications and Desired Skills

To be considered for the position of telephone answering coordinator, the applicant should:

1. Be a good communicator;
2. Be detail oriented;
3. Have access to a working telephone; and
4. Successfully pass a screening, including a background check.

Supervision Protocols

While performing as the telephone answering coordinator, the volunteer is:

1. Subject to the bylaws, rules, regulations, policies, procedures, and guidelines of AYSO;
2. Under the overall authority of and directly supervised by the regional commissioner; and
3. To maintain the recommended adult to child supervision ratio of 1:8 or less; that is one adult for every eight or fewer children and two adults (one of whom may be the coach and one of whom should be of the same gender as the group) present at all times. For the protection of both the children and the volunteer, no volunteer should permit himself or

herself to be alone with any child or group of children (except his or her own) during AYSO-sponsored activities.

Time Commitment

The anticipated time commitment for a telephone answering coordinator is a full year. The estimated hours to fulfill duties by month shall be filled in by the regional commissioner:

Jan:	hrs.	Feb:	hrs.	Mar:	hrs.	Apr:	hrs.	May:	hrs.	Jun:	hrs.
Jul:	hrs.	Aug:	hrs.	Sep:	hrs.	Oct:	hrs.	Nov:	hrs.	Dec:	hrs.

Orientation, Training, Certification, and Continued Education Provided

To prepare a volunteer for the position of telephone answering coordinator, AYSO will offer the following educational opportunities which the volunteer is expected to take advantage of and participate in, as appropriate.

1. Orientation by the regional commissioner;
2. Board and Staff Introductory Certification (BASIC); and
3. AYSO Safe Haven Program.

Activity Locations

While performing the duties of telephone answering coordinator, the volunteer is limited to the following locations, unless expressly authorized in writing by the regional commissioner to hold activities in another location.

1. Regional board meetings;
2. The annual Section Conferences;
3. Assigned field locations;
4. Assigned classroom locations; and
5. Independent work at home alone, in committees of adults, or in a properly supervised situation with children.