



## Call Center/SAG Captains (2 Shifts) - Role Description

On the day of the Ride, Call Center/SAG Captain unlocks the Buzzards Bay Coalition New Bedford office and staffs the front desk and phones from 7:30am-5:30pm while 500 cyclists ride 100 miles around Buzzards Bay. Locks up office at end of day. Job description/responsibilities include:

- Receives texts from Start Line Captains at 7:30am, 9:00am, and 11:30am reporting names and bib numbers of cyclists in each start (100, 77, 41-mile) – maintain active list of all cyclists on road.
- Maintains group texts with key Staff members and SAG team to track and solve problems.
- Maintains a whiteboard of start times and first, middle, and last cyclist tracking times for future reference. Takes photo of board at end of day and texts/emails to Event Manager.
- Answers all calls and retrieves voice mails at call center in a timely manner, fielding distress calls from cyclists who may be broken-down or lost.
- Keeps a log of all calls and incidents with name and bib number of each cyclist who calls.
- Dispatches 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.)
- Works 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.
- Point person for volunteers dropping off or picking up supplies and equipment throughout the day.
- Responsible for accounting for all cyclists as the route closes at 5pm, and transportation of any late cyclists to finish line. Confirms with Finish Line and Event Manager that all cyclists and bike marshals are accounted for and have transportation back to their cars.
- Calls/texts Event Manager when all cyclists are accounted for, then closes call center and locks up building upon departure.

**Shift #1** - 7:30am-1:00pm (5.5 hrs)    **Shift #2** – 12:30pm-5:30pm or when shuttle leaves and all riders accounted for (5 hrs)

**Additional time:** At least one pre-event planning/orientation meeting with Event Manager. Volunteer Rally on the Tuesday before the event from 5:30-7:00pm to receive event updates and to meet with SAG Team. Pre-event communications with SAG Team.