

# Telephone Coordinator Guide



**A Procedural Guide to the Voice  
Mail Management System**



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# Foreword

One of the significant demographic facts affecting America at the present, and in the future, is the aging of its population. The proportion and number of people age 50 and older has grown, and will continue to grow, more rapidly than other age groups.

Independence and mobility are two important aspects of one's life. Each becomes more important as a person ages. The AARP Driver Safety Program was created to help older drivers enhance both.

Older drivers benefit from the program through increased confidence on the road, a better driving record, the potential for lower insurance rates, and a mobile, independent lifestyle for additional years.

The AARP Driver Safety Program is one of the best examples of AARP at the local level. Hosting organizations— such as hospitals, banks, churches, local service organizations, senior centers, police and fire departments and libraries— find that helping to provide the AARP Driver Safety Program course enhances their public image as service-minded community leaders and creates community goodwill.

The availability of the AARP Driver Safety Program classroom course in all states allows AARP to involve many parts of local communities in this vital activity. The AARP Driver Safety Online Course provides an alternative method for individuals to access our important driver safety information. Other programs available in some areas, such as “CarFit” and “We Need to Talk,” offer additional ways for people to stay involved with driver safety issues.

AARP is most grateful for the time and energy devoted by thousands of our AARP Driver Safety Program volunteers. Thank you for your commitment and for helping to bring AARP to the local level.

## AARP Driver Safety Program National Office Staff

The screenshot shows the AARP VolunteerNet website. The main content area features a welcome message for AARP Driver Safety Program volunteers, followed by sections for AARP Information, AARP Documents, and Hot Topics. The right sidebar contains a calendar for February 2010, a search box, and various navigation links.

**AARP VolunteerNet**  
aarpvolunteers.com

post\_questions\_or\_comments

**Dear AARP Driver Safety Program Volunteer:**

Welcome to the Driver Safety Program's section on VolunteerNet. An easy to use website that brings the program's frequently used documents and tools by DSP volunteers into one central place. New content is constantly added to this site, so keep visiting us to experience the latest and greatest. Thank you for your dedicated service to the AARP Driver Safety Program. We want to ensure that VolunteerNet is a useful tool for you, so if you have ideas or suggestions please send them to [drive@aarp.org](mailto:drive@aarp.org).

Filed under: [Driver Safety Program and Mobility Options](#) — ratterberry @

Comments Off

**AARP Information:**

Includes Association information, as well as Association policies that guide all AARP volunteers

**AARP Documents:**

- [AARP Volunteer Policy \(2006\)](#)
- [AARP Volunteer Travel Policy \(6/2008\)](#)

Filed under: [Driver Safety Program and Mobility Options](#) — ratterberry @

Comments Off

**Hot Topics:**

Includes recent Association and Driver Safety Program information

- The current mileage rate as of January 1, 2009 is 55.0 cents per mile.

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# Overview

The AARP Driver Safety Program offers a comprehensive nationally standardized training system and materials to its volunteers. The system includes training guides for all positions within the AARP Driver Safety Program volunteer structure. The goal of the comprehensive system is to provide quality training, consequently producing high quality and high performing volunteers. The *AARP Driver Safety Program Telephone Coordinator Guide* is a reference source that provides information to volunteers serving in the Telephone Coordinator position. The guide was developed to orient you to your role and is intended to be used in conjunction with the *AARP Driver Safety Program Introduction & Policy Guide* and the *AARP Driver Safety Program Leadership Training & Policy Guide*. A thorough knowledge of the guides mentioned above is essential to your success as a Telephone Coordinator. The Volunteer Telephone Coordinator position description can be found in the Appendix (**Appendix 1**). Most of the materials in the comprehensive system reside in the Volunteer Portal.

The AARP Volunteer Portal is a critical resource for AARP Driver Safety Program volunteers. It is a website that incorporates self-service functions and AARP Driver Safety Program information (manuals, forms, position descriptions, etc.) and tools needed to carry out your assigned volunteer position. The website is updated periodically with changes that impact the responsibilities of all AARP Driver Safety Program volunteers. To access this important resource, visit **[www.aarpvolunteers.com](http://www.aarpvolunteers.com)**. This is an important communications resource for you, so we encourage you to visit the site regularly.

# Section One: The 888 Phone System

The AARP Driver Safety Program's toll-free telephone hotline number **1-888-AARP NOW (1-888-227-7669)** allows callers responding to nationwide or statewide marketing and promotion efforts to learn about course information, and volunteer and host opportunities. Each state has a voice mail box in the 888 system that is managed by local volunteers serving in the Telephone Coordinator role.

The Telephone Coordinator is a critical position within the AARP Driver Safety Program structure, as this position responds to questions from callers and/or links the callers to the appropriate local AARP Driver Safety Program volunteer for further information. Most callers are inquiring about the AARP Driver Safety Program course but other times, callers want to know how to become a volunteer or how their organization can become a host site for the program. The number of calls typically increases after a national or state marketing campaign, so be prepared. The National Office staff will send a broadcast message through the 888 system to Telephone Coordinators to alert you of national marketing efforts that will impact call volume. Here is how it works:

For use in retrieving calls from **1-888-227-7669**

1. Callers to the toll-free number enter their zip code and are instantly connected to a "voice mail box" of a local Telephone Coordinator (for your own information, try calling **1-888-227-7669** and follow the prompts to learn what the public hears).
2. The caller then leaves his or her name and other relevant information.
3. The Telephone Coordinator then calls a separate toll-free number, **1-800-253-2017**, to retrieve the calls left in the voice mail box.

**Note:** *Do not give out 1-800-253-2017 to anyone. It is for voice mail retrieval by AARP Driver Safety Program volunteers only and not for use by the general public.*

4. The Telephone Coordinator routes the calls to the appropriate District State Coordinator for appropriate follow-up. This routing process is done via email or by relaying the information during a call to the District Coordinator. Some Telephone Coordinators make callbacks themselves to callers who have left messages.



# Section Two: Important Reminders

Write Your Voice Mail Box Extension Here (5-digit #):

Write Your Password Here (at least FIVE digits or letters):

## Important Reminder #1–Select a Designee

Your State Coordinator and/or Zone Coordinator, as well as a “back-up” person you designate should know the voice mail box extension and your password. He or she needs to have it on record in case you are not able to retrieve messages. Please remember to guard your password against use by unauthorized people. Voice mail boxes are an AARP resource and are to be used solely for official AARP Driver Safety Program business.

## Important Reminder #2–Password Management

The Modular Messaging Voice Mail telephone system supports the AARP Driver Safety Program’s 888 voice mail boxes. One of the requirements in the telephone system is a 90-day password. AARP staff and volunteers are required to change the password to their voice mail box every 90 days. This is a security measure that cannot be changed. However, here’s a tip that can be implemented in the field, once you’ve reached the 90-day timeframe for password expiration:

**every 90 days, when you hear the prompt to change the password to the voice mail box, change the password and then immediately go back into the system through the**

**main menu to change the password back to the original password your team was using. Refer to “creating a password” in section three for the six steps to create your password.**

Taking this action will ensure the password remains the one that is known by all Telephone Coordinators, so no one gets locked out of the system. For states that have multiple Telephone Coordinators sharing and checking one voicemail box, it can be a challenging situation when the password expires and a new one is created. If it is changed and the other Telephone Coordinators do not know, they will be locked out of the voice mail system, so we encourage you to follow the tip.



## Important Reminder #3–Check Your Greeting

We recommend checking the greeting on the system for the mailbox you manage at least once a quarter, so you can make sure it is accurate and understandable to those calling in for information.

### Quick Steps for Call Retrieval

1. Dial **1-800-253-2017** (*this number gives you access to volunteer voice mail and must never be published in the media or given to anyone.*)
2. Press “2” to be connected more quickly or simply wait on the line.
3. You will hear the Welcome to AARP announcement then press # key.
4. Enter your voice mail box 5-digit extension.
5. Enter your 5-(or more) digit password and press the # key. This brings you to the main “activity menu.”
6. Press “2” to get messages.
7. Press “0” to play messages.
8. Write caller’s name/telephone number, etc., on Telephone Coordinator Phone Log (**Appendix 2**).
9. Delete each message after noting the information by pressing \* 3 (star 3).

# Section Three: Setting Up the Voice Mail Box

In addition to the numbers 1 through 9 on your touch-tone telephone keypad, there are two additional keys that are used, which we will refer to in this document. Those two keys are the “pound” key (the “tic-tac-toe” sign- #) and the “star” key (the asterisk sign - \*).

When you begin your duties as a Telephone Coordinator, there are a few initial tasks that you may need to perform.

## Creating a New Password

In many cases, a voice mail box that is already established will have a password that has been used by other people in the past. It is acceptable to continue using the existing password. However, if your State Coordinator or Zone Coordinator advise you to change the password it is easy to do. One of the requirements in the telephone system is a 90-day password. AARP staff and volunteers are required to change the password to their voice mail box every 90 days. This is a security measure that cannot be changed (referenced above in “important reminder #2”).

## Six Easy Steps to Creating Your Password

1. Call **1-800-253-2017**; press 2 (or wait to be connected); you will hear the welcome to AARP announcement; then press the # key.
2. Enter your voice mail box 5-digit extension.
3. Enter existing/old password (5 or more digits) followed by the # sign. If you do not know existing password, see page 10 for help instructions.
4. Press number 5 followed by number 4.
5. Enter new password followed by the # key.
6. Confirm new password by entering it again. Password will automatically be changed.

**Note:** *If you hear a message that says “contact system administrator,” after you enter your password, refer to help instructions on page 10. This message means that your box is “locked” and must be “unlocked” by staff in the AARP National Office. Voice mail boxes become locked when incorrect passwords have been entered three times in succession.*

## Recording Your Name

Each time you successfully enter your password and access your voice mail box, you will hear your own name spoken back to you. As a new Telephone Coordinator, you may find an out-dated name played back to you after you enter the password. There is a one-time process you need to complete in order to get your name on the box:

## Six Easy Steps to Recording Your Name

1. Call **1-800-253-2017**; press 2 (or wait to be connected); and then you will hear the welcome to AARP announcement then press the # key.

2. Enter the 5-digit extension number.
3. Enter the password (5 or more digits) followed by the # key.
4. Press number 5, and then again press number 5 (you will hear current name played back to you).
5. Speak your first and last name after the tone; immediately after speaking your name press number 1 (you will hear your name played back to you).
6. If you are satisfied with the way it sounds, press the # key to approve. If you are not satisfied, press number 1 again and repeat the process until you approve it with the # key.

## Recording Your “Personal Greeting”

Ensuring that your voice mail box has an up-to-date and clear greeting is critical. If callers cannot tell what to do, they will likely get frustrated and end the call. It is extremely important for you to check the personal greeting when you begin as the Telephone Coordinator to verify it is accurate and up-to-date. If not, you must re-record the greeting. We’ve provided a sample greeting for you below. This greeting is very important!

## Eight Simple Steps for Creating Your Personal Greeting

1. Call **1-800-253-2017**; press 2 (or wait to be connected); you will hear the welcome to AARP announcement; then press the # key.
2. Enter the 5-digit extension number.
3. Enter password (5 or more digits) followed by the # key.
4. Press 3 to access Personal Greetings.
5. Press 1 to record a Personal Greeting
6. The system says, “speak after the tone.”
7. Press 1 to stop; to edit the recording, you may press 23 to hear/playback.
8. Press the # key to approve. Record the following greeting, speaking from the script below—amending as appropriate for your area:

## Sample Personal Greeting Script

“Hi, you’ve reached the AARP Driver Safety Program of \_\_\_\_\_ (your state). A volunteer will call you back within five business days to give you local AARP Driver Safety Program course information. At the tone, please speak slowly and leave your name, telephone number including the area code, email address and the city and county/town where you live. You can also visit [www.aarp.org/drive](http://www.aarp.org/drive) to find a course near you. Thank you.”

9. Press 1 to edit your message, or the # key to approve the message. Then press 1 to use it for all calls. This activates your personal greeting. To test it, call 1-888-227-7669 and enter any zip code in the area covered by the voice mail box. You should hear your own voice toward the conclusion of the message sequence.

## Section Four: Retrieving Messages and Logging Calls

The success of 1-888-AARP NOW depends upon each Telephone Coordinator taking responsibility for a voice mail box. The Telephone Coordinator is responsible for checking for messages regularly. **Depending upon the volume of calls coming in, you will need to retrieve your messages approximately once per day, and in no case less than twice per week.** During higher volume periods as a result of publicity (e.g., appearance of the phone number in any AARP publication or a national media campaign), it may be necessary to retrieve messages more than one time per day.

- When retrieving messages, have your Telephone Coordinator Phone Log available to record the caller information (**Appendix 2**).
- Follow the “Quick Steps for Call Retrieval” on page 5 of this document.
- While listening to messages, you can increase the volume or slow down the message refer to **Appendix 3**).
- Set-up a method to forward lists of callers to the appropriate volunteers in your state or zone (e.g., via telephone, fax, e-mail, mail, etc.).
- Make sure you delete messages (by pressing \* 3) after you note down the caller’s information. Undeleted messages take up space in the system.
- Messages are deleted from the system automatically after 15 days. We recommend that you check the box at least two times per week or more if there is a higher call frequency in your area.
- If any problems arise, refer to section five “Troubleshooting Guide,” or section six “Getting Help.”
- If you are going to be away for several days, please make sure that your voice mail box has coverage from another Telephone Coordinator or another volunteer in your state or zone. The person you designate as a back-up must have:
  - Your 5-digit extension number and password; and
  - A copy of this *AARP Driver Safety Program Telephone Coordinator Guide*
- If you incur long-distance charges in the course of your Telephone Coordinator duties, submit them on a Standard Activity Expense Statement to your supervising Coordinator. You must attach an original copy of your phone bill.



While playing back the caller's message, your telephone keypad becomes like a tape recorder, with certain keys becoming able to do certain functions such as:

Function	Keypad
Rewind	press 2
Pause/Play	press 3
Volume Louder	press 4 (press once or several times in succession to make very loud)
Jump backwards in increments of 5 seconds	press 5 (press once or several times)
Jump ahead in increments of 5 seconds	press 6 (press once or several times)

See the AARP Driver Safety Program Voice Mail Box Quick Tips (**Appendix 3**) for a complete list of the play-back controls.

## Section Five: Troubleshooting Guide

Problem	Explanation	Solution
I put in my password, but it tells me to “contact system administrator”	You are “locked out” of the system. The voice mailbox automatically locks if anyone has tried to get into the system 3 times using an incorrect or outdated extension number and/or password. The system “locks” after the third unsuccessful log-in.	Make sure you are entering the correct extension number and password. Then call 1-800-253-2017 and press option 3 to reach the Help desk during normal business hours. Tell them you are locked out. They will reset the box. Wait 5 minutes and try again. Be certain that all who use the voice mailbox are using the correct password.
When I listen to the message it says “Call from Extension...”	This is the message “header” you hear prior to hearing the person who has left a message.	Make note of the date and time of the call on the Telephone Coordinator Phone Log ( <b>Appendix 2</b> )
Sometimes I press “zero” to listen to a message and nothing happens.	This is a “dead message” or a case where someone has “hung up” the phone and did not record a message.	Press * 3 to delete this “dead message.”
I occasionally get a call that does not even belong to my state.	Callers entered a wrong zip code or are calling on behalf of a relative in your state.	Generally people call back and enter the information properly the second time. If you wish, you can call the person and tell them to call 1-888-687-2277 (1-888-OUR-AARP) for further assistance during normal business hours.
It is hard for me to understand what the caller is saying.	Sometimes callers speak too softly or too fast, etc.	Utilize the “play-back” controls. See the AARP Driver Safety Program Voice Mail Box Quick Tips ( <b>Appendix 3</b> )

<p>Sometimes people call me and are angry that they have not received a call back.</p>	<p>The volunteer you gave the information to may not have followed-up with the person who called. Or attempts to call may have been made but person has caller ID or does not have an answering machine.</p>	<p>Check with the volunteer you gave the names to, or call the person yourself and give them the appropriate phone number of the volunteer to call.</p>
<p>People have other questions about AARP membership or benefits or other issues.</p>	<p>Sometimes people are not aware that our number is only for AARP Driver Safety and AARP Tax-Aide Programs.</p>	<p>Always refer them to <b>1-888-687-2277 (1-888-OUR-AARP)</b>, and they will be able to talk to a representative during normal business hours. You may also use this same number to refer people who are not satisfied with the course choices you give them. They can also visit AARP's website at <b>www.arp.org</b>, for general AARP information or <b>www.arp.org/drive</b> to find a course near them.</p>

## Section Six: Getting Help

There are several ways to get help if you run into problems with your voice mail box.

1. For help at any time, press star H (\*H). These pre-recorded “help messages” work by pressing \*H at any point after you have called in and have entered your mailbox number and your password. They give you special instructions on what you need to do depending on where you are stuck.
2. If after pressing star H (\*H) you still need to speak with someone, then press star T (\*T) followed by star zero (\*0), and you will be connected with a “help desk” operator during normal business hours (9:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday). If you reach a recording, leave your name, voice mail box number, your telephone number including area code, and the nature of the problem. Your call will be returned either the same day or the next business day.
3. If you are “locked out” (i.e., you enter your password but cannot get into your voice mail box), then hang up and re-dial 1-800-253-2017 and press 3 to get a “help desk” operator. If you reach a recording, leave your name, voice mail box number, your telephone number including area code, and the nature of the problem. Your call will be returned during normal business hours or no later than the next business day.
4. For general comments, concerns, or suggestions about voice mail (i.e., too many calls to handle, etc.) contact your State or Regional Coordinator.



# Appendix 1: Telephone Coordinator Position Description

## Volunteer Telephone Coordinator Position Description

## AARP Driver Safety Program

**The AARP Driver Safety Program** is the nation's first and largest driver safety course designed especially for drivers age 50 and older to help people live more independently as they age. Since its inception in 1979, the program has helped millions of drivers stay safe. It covers defensive driving techniques, rules of the road, and normal changes in vision, hearing, and reaction time—including practical ways to compensate for these changes. In many states, course participants may be eligible for an auto insurance discount. The course is open to AARP members and non-members of all ages and is available in a classroom or online setting.

### Position Function

The Telephone Coordinator links people inquiring about AARP Driver Safety Program courses via our toll-free telephone hotline with appropriate local volunteers for further local class information.

### Responsibilities

- Retrieves messages, coming into a “voice-mailbox” or phone message system, from prospective AARP class participants or volunteers.
- Maintains a log of calls/messages.
- Routes incoming messages (names and phone numbers) to other volunteers via e-mail, telephone or mail as appropriate.
- If necessary, makes callbacks to provide information to local callers.
- Submits, in a timely manner, any expenses for long distance calls made.
- Attends workshops and other meetings (optional).
- Arranges for appropriate back up to handle incoming messages during periods of high volume or absence.
- Reports any problems with the voice-mailbox system to appropriate national office staff or volunteer.

### Qualifications

- Access to a touch-tone phone.
- Work may be done out of the home. No special equipment is needed aside from a touch-tone phone.
- Commitment to the goals and priorities of DSP.
- Ability to understand and work well with diverse populations.



## Telephone Coordinator Position Description (continued)

### **Term of Service and Length of Service**

The Telephone Coordinator is appointed for a one-year term, and may be re-appointed for additional one-year terms.

### **Training Required**

- Orientation to AARP and Driver Safety Program
- Telephone Coordinator training

### **Travel Required**

Optional travel to local workshops held once or twice a year; travel distance is usually one to two hours driving distance from the home.

### **Appointed By**

State, Zone or District Coordinator, AARP Driver Safety Program

### **Supervisor**

State, Zone or District Coordinator, AARP Driver Safety Program

### **Progress Review**

The performance of the Telephone Coordinator will be monitored on an ongoing basis. As appropriate, the Telephone Coordinator and his/her supervisor will develop a work plan that will serve as the basis for the volunteer progress review.

### **Available Resources**

AARP will provide volunteer travel accident insurance and commercial general liability insurance while performing volunteer responsibilities. Expenses will be reimbursed in accordance with existing AARP and Driver Safety Program policies.

*It is the policy of the Association that all AARP volunteers will receive equal opportunity and treatment throughout recruitment, appointment, training, and service. There will be no discrimination based on age, economic status, sex, national or ethnic origin, physical or mental abilities, race, sexual orientation, gender identity or religion.*

(Revised 5/18/10)





# Appendix 3: AARP Driver Safety Program Voice Mail Box Quick Tips

## Log In

- a) Dial 1-800-253-2017
- b) Wait until you are connected (you may press 2# to connect quickly).
- c) Enter your mailbox number and #.
- d) Enter your password and #.

## Get Messages

- a) Press 2 to listen to header.
- b) Press 0 to listen to message.
- c) Press \*D to delete the message.

## Respond to Messages

- a) Follow the “Get Messages” steps (a) to (b).
- b) Press 1 - 1 - 9 to reply/attach original message or press 1 - 1 - 6 to reply without original message.
- c) Press # after you have finished recording the message.
- d) Press # to send immediately.

## Record and Send Message

- a) Press 1 - 1
- b) Speak your message after the tone.  
Optional: Press 1 to stop recording/pause  
Press 1 to continue recording  
Press 2 - 3 to playback/to listen  
Press \*D or \*3 to delete
- c) Press # to approve.
- d) Enter extension(s) and #.
- e) Press # to approve/when finished.
- f) Press # to send immediately.

## Create Your Personal Greeting

- a) Press 3
- b) Press 1 - to create your greeting.  
System: 'Enter greeting number'
- c) Press 1 - all greetings are single digit numbers (1-9) keep a record.  
System: 'Speak at the tone'
- d) Press 1 - to stop.  
Edit: Press 2 - 3 - to hear/play back  
Press 1 - to continue  
Press \*D or \*3 - to delete
- e) Press # - to approve.  
System: 'To use this greeting for all calls, Press 1.'  
System: Greeting \_\_ active for all calls.
- f) When finished you can hang-up.

*Note: Once familiar with the system, keys/numbers can be pressed without waiting to hear the system prompt.*

## If You Need Help

- \*H or \*4 - The system will only state your current step or next option.
- \*T \* 0 - You will receive HELP from volunteer voice mail helpdesk staff person.

## Options

### To Change Your Password

- a) Press 5 - 4
- b) Enter your new password (up to 5 digits) and # .
- c) Re-enter the new password and #.

### To Re-Record Your Name

- a) Press 5 - 5
- b) Speak your name after the tone.  
Note: if you are not satisfied with how it sounds, you can delete \*D.
- c) Press 1
- d) Press # to approve.

## Play-Back Controls

When listening to your messages, press the following playback buttons:

- 2 To rewind
- 3 To play or pause
- 4 To hear louder
- 5 Jump back
- 6 Jump ahead
- 7 To hear softer
- 8 Slow down
- 9 Hear faster
- 0 Replay message
- # To skip
- \*3 To delete
- \*\*8 To undelete



**AARP Driver Safety Program**

601 E Street, NW

Washington, DC 20049

1-888-AARP-NOW (1-888-227-7669)

[www.aarp.org/drive](http://www.aarp.org/drive)

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