

## 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.



## **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.*