



Position: InfoLine Coordinator

Reports to: Vice President of Operations

Background

Live Answer / My Receptionist (LA/MR) is a business oriented telephone answering service located in Clermont, FL. They have graciously provided a 24/7 answering service at no charge to Villages Honor Flight.

- ✪ If the call comes in between 9AM and 5PM, a person answers the call and sends out an email to the official DistList with call particulars. The current VHF On-Call person responds to the email within 24 hours.
- ✪ If the call comes in between 5PM and 9AM, the call particulars are recorded and an email with an attached audio file is sent out to the official DistList.
- ✪ E Mails also come from infoline.

Responsibilities

The InfoLine Coordinator (ILC):

- 1 Is the official interface with LA/MR
 - 1.1 Scott Keiber, (352) 404-4193, scott@liveanswer.us
- 2 Maintains the On Call Calendar
 - 2.1 Presently part of the MgmtTeam Calendar on the web site
 - 2.2 Publishes the calendar quarterly
- 3 Maintains and monitors the InfoLine Process including the DistList; See [VHF-086]_InfoLine.doc on the web site.

Requirements and Level of Effort

Typical administrative/coordination job requiring the maintenance of a few docs and one spreadsheet. Word and Excel skills required. Does require quarterly review of On-Call calendar and publishing of same via email. Estimated annual effort = 15 hours.