



## INTRODUCTION TO MIX 20/20

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**MIX is an automated telephone job dispatch system** that can fill open jobs with qualified members in record time while adhering to BCRCC Dispatch Rules. **Using a touch-tone phone, call MIX at 1-800-213-2311 and following the prompts** to register yourself, and/or add yourself to the out-of-work list, opt-in to receive texts, hear about job opportunities you're eligible for, and review your member profile details.

**When you register yourself on the out-of-work list, you will be placed in order of date and time you registered.** Once registered, you will receive Job Dispatch calls for work opportunities for which you are qualified.

## SETTING UP YOUR ACCOUNT

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On your initial call, MIX will guide you through a one-time set-up process.

**Call MIX at 1-800-213-2311** and follow the voice prompts.

- 1. Record Your Name** For security purposes, your recorded name will be used in all calls to and from MIX.
- 2. Change Your PIN** You will need to enter your UBC ID and a four-digit PIN. The first time you call the four-digit PIN will be the last four number of your Social Insurance Number. Once you're in the system, you'll be asked to change your PIN. If you forget your PIN, MIX can text it to you, if you opt-in for texting. Otherwise, you'll need to contact the Union Hall to have it reset.
- 3. Register Your Phone** You can register the phone you're calling with and that you plan to continually use for job dispatch calls. By doing so, you won't have to enter your UBC ID again, only your four-digit PIN, when calling MIX.
- 4. Sign up for Texting** If you add a telephone number to receive text messages, you'll receive information by text about missed job calls, reminders, out-of-work list confirmation, receive a text with your PIN number if you forget it and job details when you accept a job.
- 5. Add BCRCC MIX 1-800-213-2311 to your contacts** so you know who's calling and don't miss job dispatch calls and for easy access when you need to call in.
- 6. Check your Member Profile** Check your member profile by calling MIX or accessing the **MIX Member Web Page** at <https://ca.mix2020.com/member/bc/index.php> to ensure it is accurate and complete. If you wish to add a training certificate, email a high-resolution photo of your certificate, front and back, to [traincerts@bccrc.ca](mailto:traincerts@bccrc.ca) Contact the Dispatch Administrator at 604-524-6900, ext. 230.



## CALLING MIX 20/20

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### UPDATE WORK STATUS

When calling the MIX line, you'll be asked to update your work status. MIX will automatically renew your status for a period of 30 days. If you're working, you'll be asked if you have recently stopped. If you are not working, you'll be asked whether you want to remain on the out-of-work list. You can update your work status a maximum of once per day.

### MAIN MENU

#### 1. Job Dispatch Call You Just Received

You will need to know the Job ID number to be able to hear details and accept or decline a job. This will be sent to you if you've opted in for text and missed a job. You can also browse open jobs for which you are eligible.

#### 2. Hear or Update Personal Information

You can change your PIN, re-record your name, add a temporary telephone number, and hear your dues status.

#### 3. Hear Skills/Certifications/Jobs

You can hear a list of skills and certifications, including expiration dates, hear your out-of-work list position, work areas and information about jobs you've already accepted.

#### 4. Manage Texting

To add, update, or remove your text telephone number.

## RECEIVING A DISPATCH CALL

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The person answering the Job Dispatch call will have the following options:

- 1) Wait for up to 5 minutes
- 2) Request a callback later
- 3) Continue with the Job Dispatch

**Note:** If you have the system call back later, MIX will continue to make calls to other qualified members to fill the job.

***"Please enter your Member PIN:"***

Once your PIN has been validated, you will hear your current number of job declines, and an audio recording describing the new job opportunity. *Once you've entered your PIN, hanging up will result in an automatic decline.*



## ACCEPTING OR DECLINING A JOB

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After hearing information about the job, you will need to choose from the following using your touch-tone keys:

### **Press 1: To Hear the Information Again**

You can repeat the information up to five times.

### **Press 2: To Accept the Job**

You will hear confirmation that you accepted the job along with additional recorded information (if available) about the job. Your dispatcher and the contractor will receive written notification of your acceptance and will expect you to arrive on time at the specified location.

By accepting the job, once you have worked a total of 80 hours beyond your referral date, assuming 8-hour days, 5 days/week, you will be removed from the Out-of-Work list. In the event you are released early from the job assignment, you need to contact the Dispatch Administrator at 604-524-6900, ext. 230 to reinstate your previous out-of-work date.

**Note:** Once you accept a job, you will be able to replay the job information. If enabled, MIX will send you a text containing job details and reporting time.

### **Press 3: To Decline the Job**

In accordance with BCRCC Dispatch Rules (see page 4), MIX will track and the number of times you decline a Job Dispatch call.

- Should you decline 3 Job Dispatch calls, you will be moved to the bottom list.
- Hanging up during a Dispatch Call counts as a decline.
- 5 consecutive missed calls count as 1 decline.



## DISPATCH RULES

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1. To be dispatched for work, you must register yourself on the referral list by calling MIX. MIX will record the date and time you registered.
2. Members within their Primary Work Area (your Local Union area), who have the required skills for a new job request are called in order – the eligible member with the earliest referral list date will be called first.
3. Referral list registration expires after 30 days. To stay on the referral list and maintain the original date and time you registered, you will need to call MIX to renew your work status before the end of 30 days from the last time you last registered. Should you not renew your work status within 30 days, MIX will assume you're no longer available for referral and you'll be removed from the list.
4. Once you accept a job, and the job is short-term, you will maintain your position on the referral list for the next 5 consecutive weekdays. Should the job continue beyond 5 weekdays, you will be removed from the referral list.
5. If you decline 3 jobs consecutively, you will be moved to the bottom of the referral list. Declining camp work is not counted toward number of jobs declined.
6. Hanging up when you receive a Job Dispatch Call counts as 1 decline.
7. 5 consecutive missed calls count as 1 decline.
8. Once you accept a job, your number of declines is set back to 0.
9. If monthly Union membership dues are not paid in full for 7 consecutive months, your Union membership will be suspended, and you'll no longer be eligible for referral.