



## **MIX 2020 Dispatch Frequently Asked Questions**

### **Can a Contractor request me by name?**

Yes. Contractors may request members by name. Contractors can also select members by skills, certifications or Journey-level/Apprentice status.

### **How do I know my name is updated on the out-of work list?**

You can call MIX anytime and check your availability.

### **When I call MIX and it tells me my dues status is currently in good standing, am I on the list?**

No. That is just your dues status with your Local Union. You must contact your Local if there are any discrepancies with your dues.

### **When do MIX calls go out?**

Calls from the MIX dispatch system will go out between the hours of 7:00 a.m. – 9:00 p.m. seven days a week.

### **What do I do if I miss a call from MIX?**

Call the MIX system back, press option 1 from the main menu and enter the job number. If you don't have the job number, press "\*" and MIX will provide the job number we called you for. If the job has not been filled, you will hear the dispatch information and have the opportunity to respond.

### **How much time do I have to call back and accept a job?**

If it is a request by name, you have 24 hours to call back and accept or decline the job. If it's an open call, MIX calls down the out-of-work list. If you miss the call, it offers it to the next qualified person that responds down the list until filled.

### **Can I accept the job after it has left me a message?**

Yes, if the spots for that job haven't already been filled or there are open spots.

### **The call got cut off after I entered my PIN # and the job is no longer available — what do I do?**

Once you have entered your PIN # and there is a hang up, the system takes it as a decline, therefore making the job unavailable. Contact the dispatch office immediately if you didn't mean to decline the job.

### **I accepted the job but didn't write down the job details, how do I get them?**

You will be given the opportunity to replay the message a number of times when you are in the system. Call the dispatch office for details.



**Once I accept a job where is my name on the list?**

The system will automatically book you and take your name off the out-of-work list since you are scheduled to go to work. If the job is a short-term job lasting less than five consecutive working days or less than 40 hours, you may contact the MIX dispatch center to retain your prior position on the list.

**How do I know what number I am on the list?**

MIX dispatches for all states in our Council and everyone has different skill codes. Depending on your chosen work areas, your skill codes and the contractor request, your number on the list fluctuates for every request. The MIX dispatch system selects the first person on the list that matches the job-specific requirements.

**What is a skill code and how do I know what mine are?**

Skill codes identify your areas of experience and skills that you are trained to perform. The skill codes that you have provided on your form are what we enter into the system. You can review your skill codes and update any skill codes that are not TRAIN classes/certifications. If there are any discrepancies you may contact the Dispatch office at 1-855-987-2020 if changes need to be made. Please keep in mind that any discrepancies related to classes or certifications will be directed to the corresponding training facility.

**How do I update my skill codes and member information?**

Contact the Dispatch office at 1-855-987-2020 for any changes you may need to update, including personal information. Your Local Union must have your current primary phone number in order for it to be downloaded correctly into MIX.

**If I haven't filled out a skill sheet will I still be called for jobs as they arise?**

No. If you have not registered your skills, the MIX dispatch system has no way to match you to the contractor's needs.

**How many hours can I work before being dropped from the list?**

Applicants referred to a job lasting five consecutive working days or more than 40 hours shall be removed from the referral list. It is the member's responsibility to call the dispatch office and report that you worked less than five consecutive days or 40 hours so that your previous out-of-work date will be recognized and maintained.

**Am I penalized for declining a job?**

Members who have been called for referral three times without responding to the Union will be removed from the referral list. Most open calls that come in do not specify a long duration, therefore it is not wise to pass up job opportunities or "wait for the big call". Most contractors put out shorter open calls and hang onto the most productive workers for a longer period of time. The dispatch office rarely receives open calls where the expected duration is recorded as more than two months.



**If I accept a job in a different area, is there travel and per diem?**

If a job offers travel and/or per diem, it will be clearly stated in the dispatch message that you hear.

**When I take a class at a Training Center, is that class automatically recognized in MIX?**

Yes. The MIX dispatch system and the TRAIN education records are automatically linked. If a certification or class you have completed does not show up in TRAIN, please contact your training center for assistance.

**How can I find where I am on the list?**

Call the dispatch office at 1-855-987-2020. Dispatch can provide a general number only. Each dispatch request generates a job-specific list based on work areas and skills needed for that particular job.