

# MIX 20/20 GUIDE

MIX is an automated phone dispatch system that fills open positions on jobs with qualified members. MIX ensures that work opportunities are distributed fairly because the system calls members that match the callout requirements for a job in the order that members register themselves on the out-of-work list (a.k.a. referral list).

**Note: To remain on the out-of-work list beyond 30 days, you need to call MIX (1-800-213-2311) to renew your status.**

This guide will help you to:

- Set Up Your MIX 20/20 Account
- Change Your Work Status
- Accept or Decline a Job
- Hear a Dispatch Call You Missed
- Know the Dispatch Rules
- See the Dispatch Area Map



**Call MIX 20/20 to:**

- Place yourself on the out-of-work list to receive job dispatch calls.
- Renew your status on the out-of-work list.
- Listen to a dispatch call that you missed.
- Review/change your PIN, phone numbers, or language preference.
- Activate/de-activate text messaging from MIX 20/20.
- Hear jobs you've recently accepted.

**Visit MIX online to:**

- Review/change your PIN, phone numbers, or language preference.
- View your certifications in the MIX 20/20 system.
- Review/change the locations for which you'd like to receive job offers (see the map below).
- Activate/de-activate text messaging from MIX 20/20.
- See jobs you've recently accepted.

## SET UP YOUR MIX ACCOUNT

**Step 1 - Register With MIX**

Call MIX at 1-800-213-2311, choose your language (English or Spanish), and follow the voice prompts. On your initial call, MIX will guide you through a one-time set-up process.

You will need to enter your UBC ID (refer to your Training Verification Card or call your local union for it) and your four-digit PIN. The first time you call, your four-digit PIN will be the last four numbers of your Social Insurance Number. Once you're in the system, you'll be asked to change your PIN. If you forget your PIN and have added a phone number to receive texts, MIX will text it to you; otherwise, you'll need to contact the local administrator at the list below for assistance.

**Step 2 - Register Your Phone**

You can register the phone you're calling from – and that you plan to use continually for job dispatch calls – so that the next time you call or receive a call from MIX you can skip having to enter your UBC ID and can just enter your 4-digit PIN.

**Step 3 - Review Your Member Profile**

Ensure your profile is complete and accurate so you don't miss any job opportunities. Call 1-800-213-2311 or visit MIX to review your profile. (Email hi-res photos of missing certs to [traincertsbcyk@ubcja.ca](mailto:traincertsbcyk@ubcja.ca). Include your name and UBC ID. You can change your email address and phone numbers through the MIX portal, but you need to contact your local union to change your mailing address). The primary work area in your online profile is tied to your mailing address with us. Your secondary work areas are additional areas of your choosing for which you'd like to receive job offers.

**Step 4 - Sign Up For Texting**

Add your phone number to receive text messages for missed job calls, referral list confirmation, your PIN if you forget it, and job details when you accept a job.

**Step 5 - Add MIX 1-800-213-2311 To Your Contacts**

You'll recognize when important job dispatch calls are coming in and have quick access when you want to call MIX.

**Step 6 - Renew Your Ready To Work Status Every 30 Days**

Your position on the out-of-work list will remain active for 30 days from the date of renewal. If you do not renew your work status within 30 days, MIX will assume you're no longer available for referral, and you'll be dropped from the list.

## CHANGE YOUR WORK STATUS

Call 1-800-213-2311 to add yourself to, or remove yourself from, the out-of-work list to start/stop receiving calls for jobs you qualify for. You will be placed on the list in order based on the date and time you registered.

## ACCEPT OR DECLINE A JOB

When answering a dispatch call from MIX, you'll be presented with the following options:

- Wait for up to five minutes
- Request a callback later
- Continue with the dispatch

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

After hearing information about the job, make a selection from the following options:

- **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. After accepting a job through MIX, you'll be automatically removed from the out-of-work list after working 80 hours. In the event you are released early from the job assignment, you need to contact your local administrator to reinstate your previous out-of-work date. Once you accept a job, you will be able to replay the job information. If you've activated texting, MIX will text you the job details and reporting time. Press 3 to decline the job. MIX tracks the number of times you decline a dispatch call.

- If you decline three successive dispatch calls, you will be moved to the bottom of the out-of-work list.
- Hanging up during a dispatch call counts as a decline.
- Five consecutive missed calls from MIX counts as one decline.

## HEAR A DISPATCH CALL YOU MISSED

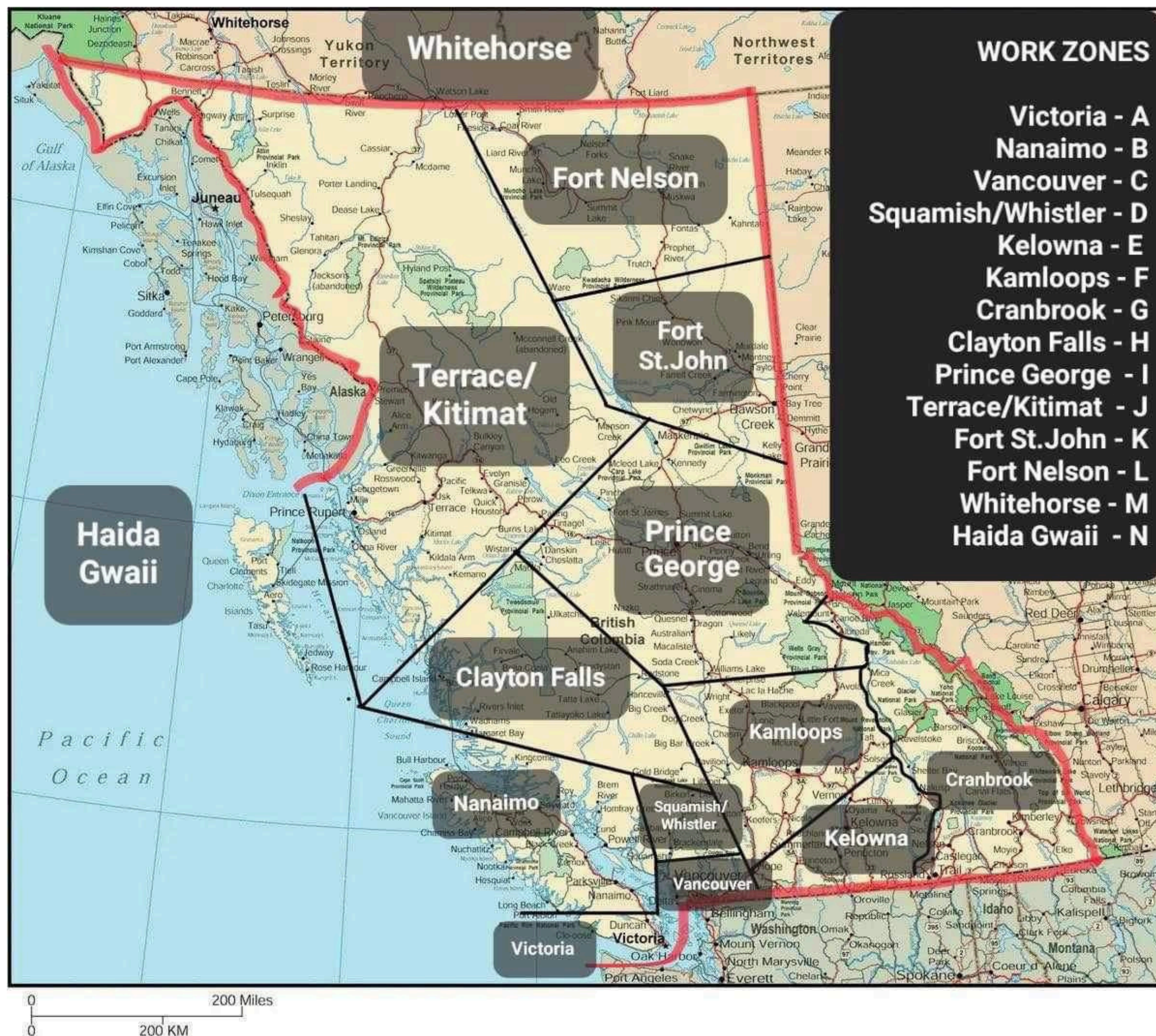
If you miss a dispatch call from MIX, call 1-800-213-2311, press 1 to renew your out-of-work status, and press 1 at the main menu. You will need to know the job ID number to hear details and accept or decline a job. This will be sent to you if you've activated texting and missed a call. You can also browse open jobs for which you are eligible.

## KNOW THE DISPATCH RULES

- To receive dispatch calls, you must register on the out-of-work list by calling MIX. MIX will record the date and time you registered.
- Members whose MIX profiles match the callout requirements for a job are called in order. The eligible member with the earliest out-of-work list registration date will be called first.
- Your place on the out-of-work list expires if you do not renew it every 30 days. To stay on the referral list and maintain your registration date, call MIX to renew your status.
- After accepting a job through MIX, you'll be automatically removed from the out-of-work list once you've worked for three weeks.
- If you decline three consecutive dispatch calls, you will be moved to the bottom of the referral list. Declining camp work does not count toward the number of jobs declined.
- Hanging up when you receive a dispatch call counts as one decline.
- Five consecutive missed calls from MIX counts as one decline.
- Once you accept a dispatch call, your number of declines is reset to zero.
- If your membership suspends due to seven months of unpaid membership dues, you'll no longer be eligible for referral.
- Email hi-res photos of the front and back of a cert to [traincertsbcyk@ubcja.ca](mailto:traincertsbcyk@ubcja.ca) to add it to your profile. Include your name and UBC ID.

**!** Call 1-800-213-2311 or Visit MIX Online

## DISPATCH AREA MAP



## LOCAL CONTACTS

Please contact your local admin for assistance.

**Local 1598**

Jodie Johnston  
Administrative Assistant - Membership  
[250-383-8116](tel:250-383-8116) ext 1  
[jjohnston@ubcja.ca](mailto:jjohnston@ubcja.ca)

**Local 527 & 2404**

Patricia Tromp  
Administrative Assistant - Membership  
[250-753-9155](tel:250-753-9155) ext 1  
[patriciat@ubcja.ca](mailto:patriciat@ubcja.ca)

**Local 1541 & 1907**

Monica Tiwari  
Administrative Assistant - Membership  
[604-524-6900](tel:604-524-6900) ext 1  
[mtiwari@ubcja.ca](mailto:mtiwari@ubcja.ca)