

U.S. Coast Guard Auxiliary Telephone Interview



Interview Outline

The Telephone Interview can be used for E-responders or for New Member Applicants.

Contact the perspective applicant as soon as possible. Keep a record of the type of contact, such as phone call, E-mail or in person. A record should be maintained for each applicant contacted and each time an attempt is made to contact an applicant. The date, time, and results of each contact should be recorded.

When the applicant is contacted, advise the applicant who you are and why you are contacting them.

This is an example of introducing yourself to the New Member applicant. *My name is _____. I am a member of the U.S. Coast Guard Auxiliary and an officer in the Human Resource Department for Flotilla _____. I have received a letter, E-Mail, phone call or a referral from _____ stating that you were interested in joining the U.S. Coast Guard Auxiliary. I would like to help you with membership, tell you about the training opportunities, new skills, and benefits offered by the U.S. Coast Guard Auxiliary and invite you to a flotilla meeting as our guest. I will E-mail the date and time of the meeting. I am including my cell phone number in you case you have a problem arriving at our location.*

Try to get to know something about the applicant, such as why does he/she wants to join the U.S. Coast Guard Auxiliary and how much knowledge they have about the organization. What kind of work they do, are they new to the area, going to school or enrolled in college, do they have a hobby? Try to make friends with the new member applicant and gain their confidence and that you are there to help them to join the U.S. Coast Guard Auxiliary.

If the applicant is an E-responder, the following information will be supplied in the E-responder letter from District. Verify the applicant's age and citizenship, name, address, city, state, zip code, phone number and E-mail address.

If the applicant is not an E-responder, you will need to get the following pieces of information:

The applicant age: _____ **Is she/he a U.S. Citizenship or Naturalized?** _____

Name: _____

Address: _____

City: _____ **State:** _____ **Zip code:** _____

Phone number _____ **E-mail mail address** _____

The applicant must be 17 years old and a U.S. or Naturalized Citizen. It is strongly advised that if the applicant is 17 years old, an appointment should be made to conduct the interview be in person with the parents/guardians present. If the applicant is older than 17 years old and a U.S. Citizen, advise the new member applicant that you would like to conduct a telephone interview. It will save time and be more convenient for them and you.

The telephone interview will take approximately 35 to 45 minutes. Ask the new member applicant, if this is a convenient time to conduct the interview. Also, explain the Telephone Interview is Page 2 of the New Member Enrollment Application and indicate that you are required to conduct the interview before they can join.

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Example: Mr. /Ms. _____ (first name can be used, ask permission) I would like to conduct a New Member Telephone Interview with you. The telephone interview will save time and travel rather than a face-to-face interview. I am also going to use the telephone interview as a learning tool to tell you about the Coast Guard Auxiliary and its training opportunities, the new skills offered, the fellowship and public service. I will tell you about what the Auxiliary expects from its members and what you can expect from becoming a member. If this is a convenient time and with your permission, I would like to start the interview.

Starting the Interview - I would like to verify or obtain the following pieces of information to be used to fill out your New Member Enrollment Application if you should decide to join the U.S. Coast Guard Auxiliary. If you decide not to join, the information you have given to me will be kept for _____ months in case you should change your mind. After that time your information will be destroyed.

Name: _____

Home address: _____

City: _____ State: _____ Zip Code: _____

Home telephone number: _____ Cell phone number: _____

E-mail address: _____

Have you ever taken a boating safety course? _____ Do you have a boat? _____

Do you have a passport? _____ Do you have a birth certificate? _____

Have you been the Military? _____ What branch did you server in? _____

How long were you the military? _____ What was your rate or job? _____

Do you have a DD-214: **Yes or No**

If you should decide to join the Coast Guard Auxiliary, the information you have given to me will be used to prepare your New Member Application.

The New Member Telephone Interview is on Page 2 of the New Member Enrollment Application, ANSC 7001.

What is The Auxiliary? – Volunteers interested in actively supporting the civilian component of the U.S. Coast Guard. It is not a yacht club and you do not need to own a boat to join. We are a service organization composed of volunteers with an emphasis on actively supporting the many Coast Guard missions.

What Members Can Expect From The Auxiliary - The Coast Guard Auxiliary offers to every member training, new skills, fellowship, and public service. Training and new skills are part of the qualification opportunities that are provided to help you participate in Auxiliary programs. Training is offered to its members free of charge. Training opportunities our available to every member with an emphasis on professionalism. The training offered by the U.S. Coast Guard Auxiliary covers a large number of Auxiliary career paths, for example:

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Surface Operations (Boat Crew and Coxswain)	Vessel Examiner
Air Operations (Pilot and Air Observer)	Public Education
Navigational Systems	Public Affairs
Interpreter (Must speak and write foreign language fluently)	Marine Safety Office
Human Resources (Recruiting and New Member Enrollment)	Radio Operators
Instructors (Recreational Boating Safety Instructors and Member Training Instructors)	Auxiliary Food Services

It is easier to tell you what we cannot do as members rather than what we can do. We cannot do **law enforcement** and **combat** as this is mandated by Congress. If you should decide to join the Coast Guard Auxiliary, I will discuss additional training opportunities at that time

Fellowship - The divisions and flotillas set aside time for members to get together, away from meetings and missions. We have dinners, barbecues, and picnics for the family and a time to get to know each other better.

Public Service - Each day somewhere, there is an Auxiliarist working with the U.S. Coast Guard to save lives in the air and on the water. We conduct Vessel Safety Checks, Boating Safety Classes and Marine Safety Classes at Children Summer Recreational Programs and in schools throughout the year. There is a sense of pride in assisting others and possibly saving someone's life when they need help or preventing a boating accident through our safe boating education classes.

What does the Auxiliary Expect from Its Members? - Dedication, fellowship, public service, professional conduct and participation. The Coast Guard and the Coast Guard Auxiliary are a direct reflection of each other. The public holds the Coast Guard and Coast Guard Auxiliary in high esteem and we would not want to change that perception of us by our conduct.

Everyone entering the U.S. Coast Guard Auxiliary is required to take a sexual discrimination and harassment prevention course.

U.S. Coast Guard Auxiliary uniforms and appearance policies are set by the U.S. Coast Guard, including tattooing, body marking and body piercing policies.

Personal Cost: Explain Dues, uniforms and other cost. (E.g. mileage and equipment)

YOUR CONTRIBUTION TO THE AUXILIARY - Each member of the U.S. Coast Guard Auxiliary is expected to donate time, support the programs, get involved, and participate in fellowship.

Personnel Security Investigation – Unfavorable PSI may result in disenrollment.

1. Are you currently serving as a member of the U. S Armed Forces? Yes - No -- If yes, indicate branch: USA, USN, USMC, USAF and USCG. If yes, indicate status: active duty, Reserve, National Guard, and Air National Guard.

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2. Have you ever served as a member of the U. S. Armed Forces in the past? Yes - No -- If yes, indicate branch: USA, USN, USMC, USAF and USCG. Indicate to applicant his/her DD-214 must be submitted with the application (Certificate of Release or Discharge from Active Duty) which shows the re-entry code in the "reenlistment Code" Block.
3. Have you ever been convicted of a violation of any law of the United States, any State, Possession, or Territory, the District of Columbia, or the Commonwealth of Puerto Rico that is classified as a major misdemeanor or a felony? Yes- No -- If yes, indicate to application a statement of specifics, including date, city and state offense occurred, disposition and any comments including mitigating circumstances, along with a copy of the court documents must be submitted with the application.
4. Do you have a pending or unresolved criminal court action or judicial proceeding? Yes-No -- If yes, indicate to applicant he/she must attach a statement of specifics including the effective date, city, and state offense occurred along with a copy of the court documents to the application.
5. Are you under criminal restraint, serving a sentence, on parole, probation or other civil restraint? Yes- No – If yes, indicate to application he/she must attach a statement of specifics including effective date, city and state offense occurred, along with a copy of the court documents to the application.

This ends the telephone interview. Ask applicant if he/she is still interested in joining the U. S. Coast Auxiliary? Answer any questions the prospective new member might have and indicate that you will be sending him/her the following: an invitation to the next flotilla meeting containing the address of the flotilla, date, time and a map with directions to get to the meeting, a program explaining the member benefits of joining the U.S. Coast Guard Auxiliary and a copy of the New Member Handbook, Study Guide, New Member Reference Guide, New Member Test and answer sheet.

Indicate to applicant that all new members must take a New Member Test s and pass with a score of 80% or greater. Indicate the enrollment process will take approximately _____ hours and at that time you will assist in filling out the New Member Enrollment Application, take fingerprints for the security background check, take your photograph for your ID card, and complete your New Member Involvement Plan. I will also explain more about the training opportunities available once you become a new member.

If you have any questions please contact me by phone (your phone number) _____ or E-mail me at (your E-mail address) _____. I will answer your questions that you may have or get the answer for you. I have enjoyed talking to you and look forward to hearing from you.