



Volunteer Position Description

Phone Operator

Description

Phone operators are the very first point of contact for people calling for information about The Caring Place. Volunteers in this role assist with questions regarding store and office hours, client assistance requirements and donations information. Phone operators will also provide referral information to those who are out of the service area for The Caring Place.

Schedule

Weekly shifts are set and require the volunteer to be on time and remain on duty for the entire shift. Volunteers may select one or more of the following shifts:

Mornings, Monday thru Friday	8:30am – 12:30pm
Afternoons, Monday thru Friday	12:30pm – 4:00pm

Requirements

- ✓ Basic computer skills preferred
- ✓ Excellent customer service skills
- ✓ Friendly and outgoing
- ✓ Ability to handle challenging calls in a calm fashion

Supervisor

Client Services Administrative Supervisor