



Welcome Call Volunteer

Department: Wish

Scope of Position

A Welcome Caller acquaints new wish families with the Make-A-Wish mission, impact and wish granting process. Welcome Callers facilitate 30-45 minute phone orientations with all legal guardians in a distraction-free environment.

Key Responsibilities

- ★ Facilitate the orientation, which includes a distraction-free 30-45 minute phone conversation with a legal guardian
- ★ Positively represent the Make-A-Wish brand with adherence to non-discrimination policies, branding standards and positivity to ensure world-class service to every wish family
- ★ Introduce new wish families to Make-A-Wish Southern Nevada's mission and prepare them for the important aspects of their child's wish journey
- ★ Complete and submit an assessment form that recaps the orientation call
- ★ Maintain confidentiality of wish family and orientation information; however, inform appropriate staff member if wish family divulged concerning information
- ★ Data entry and computer-based tasks may be requested
- ★ Thoroughly understand the Make-A-Wish eligibility requirements

This Position is Right for You if...

- ★ You have excellent customer service skills, are friendly, polite, and a strong communicator
- ★ You speak English or Spanish
- ★ You can effectively set expectations and present factual information
- ★ You are compassionate and empathetic
- ★ Your friends call you a "vault" – your confidentiality is unquestionable
- ★ You have the ability to assess a guardian's understanding of information and elaborate as needed

Time Commitment

- ★ Varies depending on the guardian's availability and willingness to divulge detailed information about the child.

Location

- ★ Make-A-Wish Southern Nevada office

Training

- ★ Volunteer Orientation

For more additional information, please contact our Volunteer Department,

volunteers@snv.wish.org

- ★ Background Check required
- ★ Required to shadow Medical Outreach & Volunteer Director and discuss primary responsibilities. Welcome Callers will be given training and instruction prior to facilitating calls.

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