



## Welcome Call Volunteer

Department: Wish

### Scope of Position

A Welcome Caller acquaints new wish families with information regarding 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

### Qualifications

- ★ Excellent customer service skills, friendly and polite
- ★ Strong verbal and written communication skills
- ★ Ability to effectively set expectations and present factual information
- ★ Ability to assess 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 Fair
- ★ Required to shadow Medical Outreach & Volunteer Manager and discuss primary responsibilities. Welcome Callers will be given training and instruction prior to facilitating calls.

*For more additional information, please contact our Volunteer Department,  
[volunteers@snv.wish.org](mailto:volunteers@snv.wish.org)*