



Welcome Call Volunteer

Scope of Position

Welcome Callers have a very important role as they are the first contact wish families have with Make-A-Wish Southern Nevada. Callers will acquaint new wish families with information regarding the Make-A-Wish mission, impact, and the wish granting process.

Key Responsibilities

- ★ 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
- ★ Ask questions about the child's personality, family dynamics, and medical journey and take detailed notes on information shared
- ★ 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
- ★ Maintain confidentiality of the wish family and welcome call information; however, inform an appropriate staff member if the wish family divulged concerning information
- ★ Data entry and computer-based tasks may be requested

This Position is right for you if...

- ★ You have excellent customer service skills, and you are friendly and polite
- ★ You have strong verbal and written communication skills
- ★ You can effectively set expectations and present factual information
- ★ You can assess the legal 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

- ★ Remote, The Wishing Place

Training & Requirements

- ★ Volunteer Orientation
- ★ Must be age 18 or older
- ★ Must be background checked
- ★ Training with staff or an experienced volunteer is required

*For more additional information, please contact our Volunteer Department,
volunteers@snv.wish.org*