**Call Center Assistant**

**HOW TO APPLY**

***Current Volunteers:*** email [volunteer@arl-iowa.org](file:///\\file1\Development%20Team\Volunteer\Volunteer%20Program%202021\Volunteer%20Job%20Despcriptons\volunteer@arl-iowa.org)

***New Volunteers:*** will need to complete new volunteer onboarding process

**Why volunteer as a Call Center Assistant?**

Volunteers assisting in ARL’s call center serve as the first line of communication with the public. In this position, you will assist members of the public in a professional, compassionate and empathetic manner by offering general support over the phone.

**Duties and Responsibilities**

* Answer incoming phone calls and appropriately triage them to the proper departments.
* Answer general questions and refer the public to the website if applicable.
* Schedule appointments in ARL’s shelter software.

**Requirements**

* Must be able to sit for prolonged periods of time.
* Must be comfortable spending long periods of time on the phone.

**Shifts**

* Volunteers must sign up for shifts a minimum of 12 hours in advance
* Shift times: **TBD**

**Training**

* Ongoing training will be provided.
* Training times: **TBD**

**Skills (preferred, but not required)**

* Customer service
* Strong communication skills