



Volunteer Call Center Operator job Description

POSITION TITLE: Volunteer Call Center Operator

POSITION SUMMARY: Answers Northwest Valley Connect phones, using the computer and database provided and helps caller find two or more options for their transportation needs.

DUTIES AND RESPONSIBILITIES:

- Answers the phone within three rings providing your name, name of the agency (Northwest Valley Connect), and asking how you may help caller.
- Listen with patience to the callers needs
- Using the database on the computer find the best options for the trip the caller requests
- Find at least two suitable options for the callers trip
- Document the call on the form provided
- File forms at the end of your shift
- Document any complaint, comment or complement on forms provided
- Communicate to Call Agent taking over of any issues or tasks to be completed

CONTROLS OVER THE POSITION: Reports to and receives supervision from the Volunteer Coordinator or designee.

QUALIFICATIONS/REQUIREMENTS:

Must be able to use a computer and databases used to assist callers in determining the best options for the trips they want to take. Must be able to operate the multiply line phone system.

TIME ALLOCATION: Approximately 4 or more hours a week.

TIME COMMITMENT: 6 months minimum.

PHYSICAL DEMANDS: Must be able to sit at a desk for 4 hour shifts and hear well on the phone.

Volunteer's Signature

Date

Supervisor's Signature

Date

