

Best Friends Help Hub

Volunteer Position Description

Reports to: National Operations Support Team

Organizational Impact: Volunteers in the **Help Hub** will use Best Friends' voice and embody our guiding principles to support incoming communications to our lifesaving centers. By handling incoming calls, voicemails, and chat, you'll enable our direct care teams to concentrate on the animals in their care while ensuring visitors to the centers receive excellent service. This is a vital role that allows you to make a real impact from anywhere, helping people help animals every day.

Position Function/Goals/Deadlines:

- Answer incoming calls, voicemails, and chats (chatbot) using the provided canned responses, FAQs, and communication guidelines. Questions will include topics such as adopting, fostering, volunteering, animal intake, etc.
- Flag or escalate any questions or situations to staff when needed.
- Share your feedback on questions or topics that could be added to the FAQs to help improve the program.

Time Commitment and Location of Work:

- Volunteers are encouraged to participate in **a couple of 1-hour shifts per week** (within a 7-day period) between **10:00 a.m. and 9:00 p.m. Central Time**.
- You'll be able to sign up for shifts after completing your onboarding.
- If you can only log in for **15–30 minutes at a time** without committing to a full shift, that's completely fine — **every bit of help counts!**
- This is a virtual opportunity, so you'll need a computer and an internet connection.

Core responsibilities:

- Utilize Teams calling to answer phone calls, retrieve and respond to voicemails.
- Utilize a Chat Bot through Teams to answer questions.
- Provide appropriate information and solutions as per the FAQs and escalate/flag conversations for staff as needed.

- Track and input hours worked in your volunteer profile in Digital Cheetah (our Volunteer Management System).

Qualifications/Requirements:

- A willingness to learn and use software systems, including Microsoft Teams and Outlook — don't worry, **training is provided!**
- A friendly attitude with great customer service, listening, and problem-solving skills.
- Willing to use a Best Friends volunteer email address, which requires:
 - Signing a Non-Disclosure Agreement
 - Access to personal computer with antivirus software installed
 - Downloading an approved app onto a personal smartphone for the purpose of multi-factor account authentication (an easy step!)
- An understanding of, or interest in learning about, Best Friends Animal Society's mission and guiding principles.
- **A genuine love for helping people help animals — this role is all about supporting others, so they can make a difference for pets in need.**

Please email nova@bestfriends.org if interested in volunteering.