Best Friends SAVE THEM ALL

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Best Friends Member Appreciation Caller

This position supports the work of the Stewardship team. This is a wonderful group of volunteers who make appreciation thank you calls to new Best Friends members. The sole purpose of the call is to say thank you! Join our team to help thank all the folks who support the lifesaving work. Call them to say thanks for their kindness to the animals!

Function:

- To make appreciation/thank you phone calls to Best Friends members. A simple, fun quick call to say thank you!

Time Commitment and Location of Work:

- Time commitment will vary depending on volunteer availability.
- Approximately 1 hour a week.
- Location – remote.

Goals:

- Call new Best Friends members to express our thanks for their support.
- Call 10- 20 Best Friends members per week. The majority of calls are leaving voicemail messages saying thank you!

Core responsibilities:

- Call new Best Friends members to express our thanks for their support.
- Follow the short call script/guide provided until you are comfortable with the calls.
- Document any follow-up needed
- Record call data and check the appropriate boxes on a call sheet: live call, voicemail or wrong number on an excel spreadsheet that is provided to the caller.
- Track and input volunteer hours worked into the Best Friends volunteer database
- Communication with the team is primarily through phone and e-mail or text.

Qualifications/Requirements:

- Any geographic area
- Comfortable making 20-30 calls
- Friendly and excited about Best Friends mission
- This volunteer is a valuable and important member of the stewardship team.

Questions? Please contact Bede Kellogg, Member Appreciation Manager at bedek@bestfriends.org.