

**CUSTOMER SUPPORT VOLUNTEER
Greater Toledo Area Chapter**

Location	Greater Toledo Area Chapter
Position Title	Customer Support Volunteer
Purpose	Assist Red Cross in delivering mission by providing customer support in the department of Health & Safety Services
Key Responsibilities	<ul style="list-style-type: none"> • Willingness to support Red Cross Mission • Makes calls to customers reminding them of their upcoming scheduled classes
Relationships	Health & Safety Services staff
Qualifications	<ul style="list-style-type: none"> • Self motivated, ability to follow instructions & complete a project • Typing, filing (personal computer skills and Microsoft Word and Excel helpful) • Willingness to learn new skills • Excellent communication skills • Experience in customer service preferable • Ability to work with employees and volunteers
Training	<ul style="list-style-type: none"> • Orientation to American Red Cross • On-the-Job training in the department of Health & Safety Services
Appointed by	Health & Safety Operations Coordinator
Reports to or Partners with	Health & Safety Services staff
Length of Appointment	4 months or longer.
Time Commitment	Every Friday, 4 hour shift, preferably.
Support Provided	Health and Safety Services Operations Coordinator Director of Volunteer Management
Development Opportunities	<ul style="list-style-type: none"> • Opportunity to learn customer services skills. • Opportunity to support Red Cross services in Health & Safety Services. • Work with dedicated employees and volunteers to deliver Red Cross services.

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.

Print Name

Signature

Date

Revised date 4/24/09