



Outreach & Engagement: Phone Banking Volunteer

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Work Location	Remote
Position Grade	1 ; background check not required
Purpose of the Position	Increase The HSUS's capacity to meet our mission of celebrating animals and confronting cruelty by providing phone banking support on a variety of animal protection issues based on the organization's current priorities
Volunteer Responsibilities	<ul style="list-style-type: none"> • Make calls using a prescribed phone list and script to advise our supporters and the public about actions they can take to help with animal-related issues or bills • Practice reading through the script and review all applicable supportive information provided (i.e. bill/act language) before making calls; calls must follow the script as closely as possible • Report applicable call data as requested • Track and regularly report volunteer hours worked
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 1; work occurs in a home or office setting • Mental difficulty is level 2; requires strong communication skills and general computer skills • Emotional difficulty is level 2; volunteers may be exposed to some emotionally-distressing issues at a minimal level
Expected Environmental Conditions	Home or office environment
How Often Volunteers Work On-site	The work is normally performed off-site. There may be opportunities to attend on-site phone banking parties.
Orientation/Training	Volunteers will be given an orientation to The HSUS and background information on the issues and bills about they will be calling. Simple instructions on phone banking procedures will be provided.
Learning Opportunities	<ul style="list-style-type: none"> • Strengthen knowledge of animal protection issues and the legislative process while advancing animal protection priorities in your community, state and across the country • Develop or strengthen animal advocacy and communication skills while helping to support the mission of The HSUS • Learn about The HSUS's major campaigns and mission
Position Start Date	Ongoing
Initial Minimum Commitment	<ul style="list-style-type: none"> • Three month commitment, on an as-needed basis; ongoing participation is preferred • Minimum of 1 hour per week, per campaign
Scheduling Guidelines	During designated hours as determined by campaign
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> • Strong communication skills and fluency in English • Attentive to detail with a commitment to accuracy • Proficient with computers and familiarity with the Internet • Able to use good judgment and work well independently with low levels of direct supervision

	<ul style="list-style-type: none"> • Strong interpersonal skills and able to maintain professionalism • Willing to take direction from state directors, the Outreach & Engagement department, and/or volunteer leaders and provide updates on activities in a timely and consistent manner • Interest in animal protection
Restrictions	<ul style="list-style-type: none"> • Must be at least 16 years old • Must have own telephone capable of making long distance calls; calls are non-reimbursable • Must have access to a computer and the ability to login into an online volunteer communication site to receive updates • Must be able to learn and follow guidelines and policies of The HSUS and follow directions given by staff • Must submit the required paperwork before being assigned • We do NOT accept any court ordered community service
Tools/Equipment Provided (including Personal Protective Equipment)	n/a
Optional Tools/Equipment	n/a
Supervisor(s)	State Campaign Manager, State Affairs
Number of Concurrent Volunteer Openings	Unlimited number of individuals
Additional Information	Phone banking is an easy, flexible and important way to help animals.
Updated	4.4.2016