



American Red Cross Chicago & Northern Illinois

Title	VS Regional Volunteer Screener
Purpose	Gathers relevant information about prospective volunteer candidates while assessing which position(s) volunteers are best suited for.
Key Responsibilities	<ul style="list-style-type: none">• Schedule and conducts volunteer screenings over the phone with prospective volunteers.• Prepares for each screening interview (i.e. reads a candidate's application and the corresponding position description they are applying for).• Matches volunteers to position for which they are best suited, based on skills, interest, availability, and available options.• Updates Volunteer Connection, our online volunteer management system, with candidate information, and makes referrals as required.
Time Commitment	Approximately 8 hours per week, working remotely and/or on-site
Qualifications	<ul style="list-style-type: none">• Enthusiastic about Red Cross mission and programs• Ability to work with computer database (training provided)• Excellent verbal and written communication skills• Comfortable making phone calls to volunteers• Previous experience with customer service is a plus
Training	<ul style="list-style-type: none">• Orientation to the American Red Cross• Online training provided by a virtual team in Volunteer Intake and Screening processes and procedures• Volunteer Connection Orientation
Length of Appointment	6 months, renewable
Development Opportunities	<ul style="list-style-type: none">• Opportunity to work in a fast-paced professional environment• Develop interview skills• Enhance communication skills• Resume-building experience
Apply for Position	Begin application at http://www.redcross.org