

**VOLUNTEER POSITION DESCRIPTION**  
**SOUTH DAKOTA NATIONAL GUARD**  
**FAMILY READINESS PROGRAM**  
**-TELEPHONE TREE CHAIR PERSON-**  
**Revised: 07/2011**

I. **Introduction.** The telephone tree chair person is a statutory volunteer serving in an official capacity in direct support of the National Guard Family Programs. The Chairperson works in concert with the FRG Lead Volunteer to ensure the FRG's Phone Tree is created, maintained, and tested.

Depending on unit size, maintenance of the phone tree may take two to four hours per month during deployment and perhaps thirty minutes to one hour monthly during non deployment.

For further guidance/support contact the State Family Programs Office at 605-737-6089 or familyprogram@sd.ngb.army.mil.

II. **Chain of Command/Concern.** Accountable to the Unit Commander or Rear Detachment, FRG Lead Volunteer, and Higher Headquarters.

III. **Qualifications Sought.**

- A. Good organizational and people skills
- B. Excellent telephone / communication skills
- C. Concern and empathy for others; calm under stress, positive attitude
- D. Maintains confidentiality and privacy
- E. Willing and able to take appropriate training for the position and update periodically
- F. Complete volunteer application process

IV. **Major Responsibilities.**

- A. Creates the unit telephone tree from the service member Family information forms (SDNG 600-12-11) completed by the service members.
- B. Files completed phone tree in the unit commander's Family Readiness binder under TAB 3 and sends a copy to the State Family Readiness Office.
- C. Ensures each service member has one contact on the phone tree as indicated on their Family information form (SDNG 600-12-11).
- D. Recruits Phone Tree Key Callers.
- E. Ensures phone tree key callers have calling cards (if needed) provided by the State Family Readiness Office.
- F. Updates phone tree with new unit Families and any changes found when making calls, remove those who leave the unit.
- G. Coordinates testing of the FRG phone tree at least annually and records test date on phone tree filed in the unit's Family Readiness binder.
- H. Forwards calling script created by Lead Volunteer to key callers.
- I. Fields calls from phone tree key callers with questions.
- J. Keeps a log of calls made and received and their results.
- K. Reports any problems, concerns or questions reported from phone tree key callers from Family members to the FRG Lead Volunteer who then reports them to the State Family Readiness Office, 1-800-658-3930.
- M. Ensures necessary follow up is completed for those Families requesting information or requiring assistance.