

**VOLUNTEER POSITION DESCRIPTION
SOUTH DAKOTA NATIONAL GUARD
FAMILY READINESS PROGRAM
-TELEPHONE TREE KEY CALLER-
Revised: 7/2011**

I. **Introduction.** A telephone tree key caller is a statutory volunteer serving in an official capacity in direct support of the National Guard Family Program. A Telephone Tree Caller calls Unit Families on their assigned portion of the phone tree to pass important unit/FRG information.

Depending on the number of families assigned to you, normally 1 to 2 hours each time the phone tree is activated.

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

II. **Chain of Command/Concern.** Accountable to Phone Tree Chairperson, FRG Lead Volunteer, and Unit Commander.

III. **Qualifications Sought.**

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

IV. **Major Responsibilities.**

- A. Completes Phone Tree training prior to making calls to unit Families.
- B. Secures calling card (if needed) to cover calling expenses prior to calling.
- C. Calls Families on their assigned portion of the phone tree utilizing a script.
Completes calling in a timely manner. If unable to complete calls, notifies Phone tree Chairperson immediately so that another caller can complete the calls.
- D. Keeps a log of calls made and received and their results.
- E. Directs Families with questions or concerns to appropriate resources or to Family Assistance at 1-800-658-3930.
- F. Reports problems, concerns or questions from Family members to Phone Tree Chairperson.
- G. Ensures necessary follow up is completed for Families requesting information or requiring assistance.
- H. Makes "We Care" calls as scheduled.
- I. Informs Phone Tree Chairperson of updates to their portion of the phone tree when Families have changes.
- J. Welcomes new Families assigned to their portion of the phone tree group.