

Position Description Virtual Service Provider



Classification: Volunteer

Reports To: Director of Workforce Development

Supervises: This position has no direct supervisory responsibilities

Organization

Goodwill of Western Missouri & Eastern Kansas has a rich, 120 year+ history. Everyone knows Goodwill for our thrift stores, but few know what Goodwill is really all about. The sale of donated items provides funds that stays local, supporting thousands of job seekers with barriers to employment. We believe in the Power of Work and are committed to helping people earn and keep jobs in this community. That's why 88¢ of every dollar Goodwill spends goes directly into our mission, not into shareholders' pockets.

Impact

COVID-19 has threatened lives and disrupted our economy. Individuals need employment and economic support now more than ever. To help, Goodwill has established a text line to provide one-on-one support for individuals in need; this resource will provide guidance and information in the areas of accessing unemployment benefits, filing taxes in order to receive economic impact payments, setting up a bank account, performing job searches, developing digital and essential skills, and connections to other community resources.

The Virtual Service Provider responds to these questions, providing real-time support to individuals in need based on information Goodwill will share with you. Volunteers will be primarily responsible for responding to inquiries related to referrals to community resources and tech support as individuals need help with new computers and phones.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Providing timely acknowledgement to incoming inquiries
- Utilizing text or call functions on a personal phone
- Utilizing a computer to respond via an online portal or email
- Identifying a texter's question/issue
- Providing complete and accurate information in response to the question, using guidance provided by Goodwill
- Supporting individuals in basic computer use functions (booting up, downloading applications/software, utilizing web browsers, utilizing email)
- Providing referrals to non-employment focused service providers (food, shelter, health, etc.)
- Constantly offering empathy and understanding to all texters

Work Environment

This opportunity operates in a volunteer's home. It is an exclusively sedentary opportunity.

Time and Location

Volunteers will provide support from their own home. Volunteers will be asked to respond to inquiries within 5 minutes of receiving the inquiry, between the hours of 9am and 5pm Monday through Friday.

Screening

A virtual or phone interview will be required prior to starting this volunteer opportunity.

Training and Orientation

Virtual training will be provided via Zoom.

Qualifications

- Must have constant access to a personal computer and phone

- Must have reliable internet access
- Ability to represent Goodwill in positive manner
- Good communication skills – both speaking and writing
- Comfort speaking on the phone
- Comfort communicating over text
- Understanding of basic digital literacy
- Ability to provide step by step instructions/information to respond to an inquiry
- Ability to relate to a diverse population
- Call center and/or customer service experience preferred
- Information technology (basic set up, application and web browser walk-through) experience preferred

Competencies and Values

Every leader must demonstrate these competencies:

Achieves:

- Accountability
- Initiative
- Mission Focused and Financially Aware
- Functional Expertise

Develops:

- Collaboration/Builds Relationships
- Organizational Sills/Planning/Project Management
- Develop Self and Others

Leads:

- Adaptability/Leading Change
- Communication
- Innovation/Strategic Vision
- Problem Analysis/Decision Making

Character:

- Integrity
- Interpersonal/Emotional Intelligence

We allow our values to guide our actions:

- **Lead:** Everyone has value - Help them find it and celebrate it
- **Grow:** Learn constantly and strive continually to better ourselves
- **Partner:** Be good citizens, maximize the value of donations, and support sustainability
- **Innovate:** Always seek new and better ways to accomplish our mission
- **One Agency:** Work collaboratively to build a legacy from which future generations will benefit