



Position Title: Live Chat Operator

Reports to: Live Chat Director

Type of position: Volunteer, unpaid

Roles and Responsibilities:

- Connect with grieving parents online through our website
- Offer support and encouragement, while encouraging them to look into the many services offered by Miscarriage Matters, Inc.
- Must be available on your mobile device or PC should someone need to connect
- Connection is made through text/typing messages – you won't physically talk with anyone.
- Must be knowledgeable in all Miscarriage Matters programs and website
- **Must be able to log into chat at least 8-10 hours per week**
- **Must be able to log into chat for a 3-4 hour shift**
- Keep track of all volunteer hours and submit them to manager every Saturday
- Must attend monthly team meetings
- Must be a team player
- Must be a self starter
- Must have a Facebook account
- Other duties may be assigned

Live chat hours are:

M-F 10am-10pm EST

S-Su 12pm-5pm EST

Qualifications and Education Requirements:

- High School diploma or GED
- Must have experienced a pregnancy loss

Preferred Skills:

- Compassionate/caring

Interested applicants, forward updated resume to hrmymiscarriagematters@gmail.com

Miscarriage Matters, Inc.

www.MyMiscarriageMatters.org

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Because Your Miscarriage Matters