



LIVE CHAT OPERATOR POSITION

Position Title: Live Chat/Web Chat Operator

Reports to: Live Chat Manager

Type of position: Volunteer, unpaid

Responsibilities Include:

- Must be able to connect with grieving parents online through Miscarriage Matters, Inc. website
- Provide support and encouragement, while assisting them to look into the various services offered by Miscarriage Matters, Inc.
- Must be available to communicate on your mobile device or PC should someone need to connect (all communication is made through text/typing - you won't physically speak with anyone).
- Must be knowledgeable in all Miscarriage Matters programs and website
- Must be available to log into chat at least 8-10 hours per week for 3-4 hour shifts
- Keep track of personal volunteer hours and submit to manager every Saturday
- Attend monthly team meetings
- Must be a self-starter and team player
- Must have a Facebook account
- Perform other duties as assigned

Live chat hours are:

M-F 12pm-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

Miscarriage Matters, Inc is an equal opportunity employer. We do not discriminate against race, color, age, religion, sexual orientation, gender identity, national origin, disability, or veteran status.