



Volunteer Position Description

Title: Volunteer Administrative Assistant	FLSA: N/A
Program/Location: Development/1900 Rainier	Reports To: Volunteer Program Manager
EEO-1: N/A	Date: 2/24/2020

Purpose: The Volunteer Administrative Assistant provides a welcoming atmosphere for guests and employees, directs people to the right person or place, and supports the agency through management of the Community Room and recording daily check and cash receipts.

Responsibilities:

Front Desk: Greets and directs guests to the right place. Answers phones promptly, listens carefully to the caller and either provides the caller with relevant, helpful information or accurately redirects the guest to the right person. Works with callers and guest in a way that respects their social and cultural differences. Tends to the physical appearance of the front desk, lobby, downstairs kitchen, and staff lounge.	
General Administration: Maintains general office supplies. Processes incoming mail and distributes inter-office mail. Supports other departments with administrative tasks and projects. Accepts and assists with Baby Boutique donations.	
Volunteer-Intern Support: Supervises and trains volunteers who staff the reception desk. Ensures volunteers engage with callers, visitors, and staff in a way that respects cultural and social differences.	
Employee Directory: Keeps the employee directory up to date and ensures it is accessible to all staff.	
Community Room: Works with Facilities Administrator to ensure rooms are set up for meetings and conference rooms are presentable and functional.	
Check Processing: Records daily cash and check receipts in cooperation with other staff members.	

Competencies:

Attention to Detail: Pays close attention to detail, pointing out things that other people may pass over. Concerned with the implications of the smaller details of a project or course of action.	
Collaboration: Develops cooperation and teamwork while participating in a group, working toward win-win solutions. Demonstrates respect for the opinions of others. Helps and supports peers in their work to contribute to agency success. Keeps people informed and up-to-date. Shares information and expertise with others to enable them to accomplish group goals.	

Composure: Cool under pressure. Does not become irritable when times get tough. Maintains professional demeanor while interacting with others. Finds positive outlets for stress.	
Computer Aptitude and Data Entry: Skilled and knowledgeable at core PC operations such as operating systems and Microsoft Office software. Enters data accurately into spreadsheets and databases.	
Cultural Competence: Actively in the process of becoming aware of his or her assumptions about human behavior, values, preconceived notions and personal limitations. Attempts to understand the world-view of culturally diverse populations. Develops the necessary skills to practice appropriate, relevant and sensitive strategies for working with a culturally diverse population.	
Expression: Expresses self clearly in a way that earns the listener's respect. Avoids contaminating messages with sarcasm or judgment to minimize defensiveness.	
Knowledge of Telephone Systems: Understands operation of current telephone system and has the ability to transfer skills and/or knowledge to end users.	
Learning Ability: Learns quickly when facing new problems. A relentless and versatile learner with a strong sense of curiosity. Open to change. Analyzes successes and failures for clues to improvement.	
Listening: Practices attentive, active and empathetic listening while demonstrating the patience to hear people out. Reflects back what is heard to check for mutual understanding. Asks clarifying questions to ensure comprehension. Pays attention to emotional cues and empathizes with the speaker.	
Point of Contact: Effectively uses communication skills to respond to telephone and in-person inquiries from customers in a manner that yields positive results. Is able to assess the contact's needs, filter messages, and assist or re-direct them for issue resolution. Adjusts communication style according to customer needs and preferences.	
Responsiveness: Quickly responds to requests from clients, managers, colleagues, employees and other internal customers. Asks probing questions to fully understand the customer's need before acting.	
Service Excellence: Dedicated to meeting the expectations of internal customers and external clients. Gets first-hand customer information and uses it to improve services. Readily adjusts priorities to respond to pressing and changing customer/client needs.	
Tact: Reads body language and listens to tone to determine a person's mood before engaging them in conversation. Demonstrates sensitivity to a person's ideas, feelings and needs when communicating.	
Telephone Capability: Effectively uses the telephone as a tool for information gathering and sending, for customer servicing or for establishing rapport and trust with others.	
Visitor Experience: Understands the visitor and what impacts their experience. Designs an engaging and memorable experience which produces a positive impression of the agency.	

Experience:

- **Required:** One year of experience in an office environment working with a multi-line phone system and with standard PC applications.
- **Preferred:** N/A

Education:

- **Required:** High school diploma or GED
- **Preferred:** N/A

Licenses and Certifications:

- **Required:** N/A
- **Preferred:** N/A

Physical and Mental Requirements:

- **Attendance:** Regular and predictable attendance is a requirement of this position.
- **Communicating:** This position involves expressing or exchanging ideas through verbal means (oral or electronic) to convey detailed or important information to clients and co-workers, in person or over the telephone. Must be able to exchange accurate information in high-stress situations.
- **Concentrating:** The person in this position is engaged in focused mental activity over a significant portion of the workday.
- **Movement in the Workplace:** The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- **Office Environment:** The work for this position involves working in a standard office environment where the temperature is regulated and noise levels are low to moderate.
- **Repetitive Motion:** The position generally involves substantial movements of the wrists, hands and/or fingers, as in keyboard use or other means of silently recording information on computers.
- **Stationary Position:** The position involves remaining in a stationary position at least 50 percent of the time.
- **Thinking:** The position requires the ability to reason and apply logic to a variety of situations.
- **Understanding Writing:** The position requires extended periods of reading or otherwise comprehending physical documents or documents on a computer screen or other technological means of transmitting information.

Please note that position descriptions do not represent limits on what a volunteer may be required to do to assist Wellspring in achieving its objectives. Volunteers should expect to perform some tasks that are outside the scope of the position description. We expect all volunteers to support and act in a manner consistent with Wellspring's values.