



Volunteer Services Administrative Assistance Volunteer Description

The Volunteer Services Administrative Assistant is responsible for providing general administrative support to the Volunteer Services program and works cooperatively with all staff.

Volunteer Duties:

- Answer telephone, take messages, and respond to basic inquiries regarding services, volunteer applications/referral status.
- Making follow-up calls to potential volunteers to reschedule missed volunteer orientations.
- Making reminder calls to current active volunteers in jeopardy of being dismissed for no-show 30+ days.
- Perform data entry of volunteer applications/referrals/participation hours and maintain database with accuracy.
- Assist with departmental compliance to Goodwill polices, CARF standards, safety and security regulations.
- Maintain a clean and orderly work area; maintain good housekeeping, and learning environment.
- Performs other duties as assigned.

Volunteer Qualifications:

- Must be able to commit to a minimum of 6 months, and a set weekly schedule
- Must have experience with Microsoft Office Word and Excel, data entry and working knowledge of the internet
- Must have excellent written and verbal communication skills
- Must have ability to multi-task
- Must be able to work harmoniously with individuals with disabilities, special needs and other barriers to employment
- Must be able to understand and follow written and verbal directions
- High level of adaptability and flexibility
- Must pass criminal background check.