

POSITION TITLE: Volunteer Services Specialist

SALARY LEVEL: \$24.00 - \$26.00

FLSA STATUS: Non-Exempt

HOURS: Full-time Monday – Friday day shift.

SUMMARY

This position is responsible for overseeing our public business entrance, volunteer receptionists, our diaper and formula program, scheduling and coordinating individual and group volunteers to support Vanessa Behan operations. You will develop strong relationships with our volunteers, provide consistent, excellent customer service to our community visitors, staff, and volunteers.

PRINCIPAL ACCOUNTABILITIES:

1. Supervise our volunteers in reception and provide support to our kitchen and childcare volunteers.
2. Backup to receptionist volunteers in answering the Vanessa Behan main number and managing locked door business entrance for those seeking entrance to the building.
3. Managing volunteer scheduling.
4. Tracking all volunteer hours and input into Donor Perfect program.
5. Creates volunteer hours report monthly or more frequently as requested.
6. Community donation management includes inventory and shelving of donations, diaper and formula storage and Community Sharing room.
7. Assisting families utilizing our Community Services program and all associated tasks including data entry in the diaper and formula tracking database.
8. Maintains and enforces strict confidentiality in compliance with agency policies.
9. Familiar with and adherence to all established policies and procedures.
10. Other duties as assigned by supervisor.

PHYSICAL REQUIREMENTS:

These requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable an individual with disabilities to perform the essential functions.

- Regularly standing, walking, sitting, listening, talking, and using hands and fingers.
- Occasionally climbing or balancing, stooping, kneeling, crouching, crawling, and reaching with hands and arms.
- Ability to lift up to 25 pounds.
- Specific vision requirements include close vision and the ability to adjust focus.
- Ability to hear, understand and distinguish speech and/or other sounds in person and on the telephone.

WORK ENVIRONMENT:

Work is generally performed in a child center environment where there is exposure to children ages birth to age 12 and clients of varying socio-economic and health conditions.

- Noise: moderate to quiet, occasionally moderate to high.
- Climate control: primarily in an office.
- Exposure: occasionally outside events or activities.
- Chemicals/Bloodborne Pathogens (BBP): low risk to mild bleach solutions and other cleaning/disinfectant chemicals, low risk of exposure to BBP.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- Must be compassionate, non-judgmental and have a passion for helping families.

Revised: (finalized revision date)

Next Revision: (one year)

Vanessa Behan
Confidential

- Ability to work well individually and as a team member.
- Skilled at maintaining strict confidentiality.
- Strong customer service skills including answering phones, directing calls, and engaging with the public.
- Excellent oral and written communication skills.
- Effective interpersonal communication skills – verbal, nonverbal and written.
- A high degree of professionalism, ethics, and interpersonal skills
- Effective problem-solving and conflict resolution skills
- Ability to learn new applications and enter data into databases such as the Community Relations database.
- Proficient in MS Office Products.

MINIMUM REQUIREMENTS

- Must be 18 years of age.
- Previous volunteer administration experience required.
- Previous receptionist experience is a plus.
- Successful completion of Washington State and National background check prior to hire. Completed every 3 years.
- Successful completion of fingerprint check prior to hire. Completed every 3 years if volunteer lives out of state.
- Meet all current vaccination requirements.

Please note this job profile is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____