

# Volunteer Program Assistant



**Reports to:** Volunteer Manager

**The schedule:** Minimum one 3-hour shift per week for an initial six-month period during regular business hours (9 am-5 pm)

**The essential functions:** Support the Volunteer Manager with administrative duties and specific task coordination of the volunteer program.

- Monitor and maintain volunteer program e-mail account, responding as necessary
- Promptly respond to prospective House volunteer inquiries by providing information
- Maintain and update volunteer hours and contact information in Raiser's Edge database
- Recruit and maintain Ambassador Program and assist with scheduling of outreach efforts
- Monitor House Volunteer birthdays and coordinate recognition
- Assist with addressing envelopes and mailings
- Provide access and greet visitors; answer phones and provide information or resources
- Other duties, as assigned

## **Qualifications:**

- Reliable, punctual, honest and friendly
- Demonstrate careful attention to detail
- Able to maintain strict confidentiality
- Interest in assisting staff, volunteers and interns from diverse backgrounds while being courteous, professional, patient and respectful at all times
- Comfortable working independently
- Present a professional appearance
- Excellent communication skills and can act with diplomacy and tact
- Prior office experience, or interest in gaining related skills

**Training:** The Volunteer Program Assistant will receive on-the-job training based on their duties and individual projects.

**For more information,** please contact our René Carlin, Volunteer Manager, at [rcarlin@rmhc-ctx.org](mailto:rcarlin@rmhc-ctx.org) or (512) 628-5933.