

JOB TITLE: Volunteer Assistant
REPORTS TO: Volunteer Manager
DEPT: Volunteers and Mobilization

STATUS: RFT/ NE-507
SCHEDULE: M-F
Approved:

Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.

SUMMARY OF POSITION:

This is an administrative position that provides support to the Springs Rescue Mission (SRM) Volunteer Department. This position gives volunteer care for those who partner with the Mission and responds to phone, email, and online inquiries regarding the Volunteer Department. The Volunteer Assistant is responsible for volunteer records and scheduling. Also assists with reporting and tracking volunteer hours.

DUTIES & RESPONSIBILITIES:

- Provides information to callers
- Take, return and relay messages
- Receives, replies, and directs accordingly, emails sent to Volunteer Department
- Greets volunteers and guests to Volunteer Department
- Coordinates schedules of volunteers that serve in Volunteer Department.
- Assists in oversight of volunteers that serve in Volunteer Department and ensures volunteers receive updated information.
- Arrange the planning of volunteer communication meetings.
- Ensures that volunteer hours throughout the organization are being reported accurately and makes updates and changes as needed.
- Support with general administrative and clerical support:
 - Update calendars and set up appointments and meetings to include volunteer orientations, tours, and volunteer interviews.
 - Reserves space for volunteer orientations and trainings and meetings.
 - Provide materials needed for volunteer orientations and new volunteer packets.
- Communicates continuity of message for volunteer orientations, training and engagement within ministry.
- Aid in development of group volunteer opportunities.
- Hosts groups when on campus.
- Assists in the coordination of volunteer feedback and recognition programs.
- Acquires and sustains a sound working knowledge of SRM departments and projects, as well as associated policies, procedures and pertinent information.
- Supports proper training and recognition of volunteers for their partnership with Springs Rescue Mission and engages them in meaningful work that leverages volunteers as a resource.
- Collaborates in writing and updating social media platforms in conjunction with Development office.
- Additional duties as requested.

EDUCATION/EXPERIENCE:

- Associate degree in Business, Volunteer Management or relevant field
- Minimum 2 years administrative assistant experience required.
- Proficient in Word, Excel, Outlook, Power Point, Social Media and the Internet.

- Previous experience working with working with volunteers, customer service, marketing or comparable people-oriented programs ideal.
- Previous volunteer experience and/or knowledge of SRM preferred.

SKILLS AND QUALIFICATIONS:

- Maintains a personal relationship with Jesus Christ and is a constant witness. Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplifies SRM's Statement of Faith.
- Serves as an advocate for the homeless and raising awareness of the needs and concern for the addicted, and those in poverty; engaging others within one's influence of greater involvement and effectiveness on behalf of this population in Colorado Springs.
- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness.
- Good interpersonal skills; able to fully, clearly, professionally, and personably address inquiries, provide information and engage volunteers into action.
- Excellent organizational skills, with regard to tasks, projects, information and people.
- Ability to maintain confidentiality and safeguard information.
- Self-starter with a high degree of initiative and professionalism to manage time and resources.
- Good problem-solving skills, able to make decisions with objectives in mind.
- Team player open to work collaboratively.
- Excellent verbal and written communication skills, comfortable with public speaking.
- Able to work well under pressure of deadlines; must be adaptive and have good critical thinking skills.
- Capability to work well with diverse groups of people, exhibiting compassion and Christ's love while treating all people with dignity and respect.

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

The volunteer assistant will routinely move throughout the ministries of SRM and work will occasionally include evenings and weekends and work outdoors.

- Climb stairs daily - *occasionally*
- Lift up to 25lbs on an *occasional* basis

EQUIPMENT/TOOLS USED:

- Computer/Internet
- Fax
- Phone
- Copier