

Position Title:	Administrative Support Specialist	Department:	Sky Valley
Reports to:	Director of Sky Valley Services	Classification:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Date:	April 2019	Hours:	Part Time (20 hours/week)

The primary focus of this position is to provide an inviting and welcoming environment for guests at the VOA's Sky Valley Integrated Service Center. Successful candidate will be highly organized with great attention to detail and deadlines. Multi-tasking is a must while welcoming/greeting all visitors and callers in a timely, culturally sensitive, and friendly manner.

Principal activities:

General Office Duties

- Serve as the first point of contact at VOA Sky Valley including receiving telephone calls and greeting walk-in visitors.
- Collect sensitive client information and maintain strict confidentiality.
- Ensure accurate data collection, data entry and reporting.
- Demonstrate the ability to manage time well and work under stressful conditions with an even temperament.
- Support Sky Valley Executive Director and program staff as needed.
- Maintain a positive presence in the community and create opportunities to educate others about VOA supportive services.

Volunteer Coordination

- Process new volunteer applications within one week, and conduct orientation and information sessions. May work with program managers to adjust orientations according to roles the volunteer may perform.
- Work with program managers to create volunteer schedules, and address recruitment when program is in need.
- Act as lead in supervision of general office volunteers, ensuring the center maintains a welcoming environment to visitors.
- Ensure accurate data collection of volunteers, maintain strict confidentiality of information, and provide reporting on volunteer outcomes to SVCRC Director within 5 days of month ending.
- Create and maintain SVCRC volunteer engagement plan with SVCRC Director, focusing on local volunteer recruitment and engagement outside of VOAWW hub.
- Recruit and lead volunteer groups of service for one-time campus volunteer efforts.
- Other duties as assigned.

Qualifications:

- BA in related field preferred plus 2-3 years administrative experience. Related experience can be substituted for educational requirements.
- Ability to work independently with strong problem solving skills.
- Intermediate user of MS Office products including Word and Excel.
- Ability to navigate electronic web portal systems, email, and basic internet.
- Written/verbal communication skills. Ability to speak Spanish desired.
- Ability to work with local businesses, churches, donors etc.
- May be required to work some evenings and weekends.
- Must be able to successfully pass a pre-employment background check.

Sky Valley Services Employment Opportunity

If you wish to apply for this position, please email your resume to: recruiter@voaww.org

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.