



# Volunteers of America®

## WESTERN WASHINGTON

### Program Support Specialist

<b>Title:</b>	<b>Program Support Specialist</b>
<b>Immediate Supervisor:</b>	Director – Sky Valley Family and Community Resource Center
<b>Association:</b>	Sky Valley Family and Community Resource Center
<b>Hours &amp; Wages:</b>	Full-Time/ DOE
<b>Date:</b>	March 2015
<b>Location:</b>	Sultan

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

### **GENERAL FUNCTION:**

Incumbent is responsible for the front office coordination in VOA's Sky Valley Integrated Service Center. Successful candidate is highly organized with great attention to detail. In this fast paced environment, multi-tasking is a must while welcoming/greeting all visitors and callers in a timely, culturally sensitive, and friendly manner.

### **PRINCIPAL ACTIVITIES:**

- Responsible for general office operations, typing, filing, answering phones, and completing intake forms.
- Answering basic questions regarding programs, taking messages, and directing visitors and callers to appropriate staff and/or resources.
- Collecting sensitive client information and maintaining confidentiality.
- Ensuring accurate data collection, data entry and reporting.



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- Assisting in the coordination of facility use and upkeep.
- Volunteer office staff management.
- Community engagement and focus in completion of special projects and other duties as assigned.
- Assisting in report generation and preparation including data gathering via computer systems, hand written documents, and other available information.
- Establishing and maintaining harmonious working relationships with other employees, agencies, community, and clients.

### **QUALIFICATIONS:**

- BA in related field or equivalent plus 2-3 years administrative experience.
- Ability to work independently.
- Strong supervisory experience.
- Problem solving skills and computer literacy.
- Knowledge of community and state resources.
- Ability to work with local business, churches, donors etc.
- Ability to manage time well and work under stressful conditions with an even temperament.
- Excellent written and oral communication skills a must, Spanish speaking a plus!
- Must have a valid driver's license and good driving record.
- Must be able to lift up to 50 pounds.
- Must be able to successfully pass a pre-employment criminal background screening.



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### **EFFECT ON END RESULT:**

- Data collection is accurate and timely.
- A clean, safe, working environment.
- Good relations with clients, donors, community partners, recipient agencies, etc.
- All clients receive quality service that is responsive to their needs.

### **PHYSICAL DEMANDS/WORKING CONDITIONS:**

The physical demands here are representative of those that must be met by an employee in an office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor.
- Must be able to see and use a computer and be able to hear well enough to communicate with co-workers and clients in person and over the telephone.
- Must be able to reach above head and perform repetitive movements.

If you wish to apply for this position, please email your resume and cover letter to: [recruiter@voaww.org](mailto: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.*