



Volunteer Position Description Office Assistant

Purpose of Position

To serve as the “face of Project Angel Heart” for all guests and support the clerical and maintenance functions necessary for Project Angel Heart to provide nutritious meals to people living with severe illnesses.

Supervisor

Administrative Office Assistant, Volunteer Resources Coordinator

Responsibilities

- Greet all Project Angel Heart visitors with a smile and direct to appropriate staff person
- Answer the telephone in a professional and courteous manner and transfer calls to the appropriate staff person
- Assist in daily tasks as assigned by the Administrative Assistant or Administrative Coordinator
- Maintain a clean and organized workspace
- Provide other clerical support as assigned, which may include data entry, filing, internet research, or checking returned meal bags
- Respect and maintain all aspects of client confidentiality
- Respect and maintain appropriate boundaries with clients, staff, and volunteers
- Honor the diversity of Project Angel Heart’s clients, staff, and volunteers

Qualifications

- Age 16+
- Completion of volunteer orientation, paperwork, and training specific to this position
- Knowledgeable or willing to learn about Project Angel Heart
- Knowledgeable or willing to become familiar with the names and office locations of Project Angel Heart staff members
- Ability to greet all visitors and respond to all callers in a professional and friendly manner
- Ability to operate Project Angel Heart’s phone system and office equipment

Work Environment/Physical Activities

The work environment is an office setting with occasional lifting up to 25lbs

Dress Code

A professional image must be maintained to instill confidence about our organization in the minds of our staff, clients, donors and volunteers. We allow jeans, capris, sandals, and nicer cargo pants, but volunteers may not wear flip-flops, shorts, ripped, torn, or revealing clothing at any point while volunteering.

Schedule

Three-hour shifts Monday-Friday 8:00am to 5:00pm and Saturday 10:00am to 4:00pm

Commitment

Six months minimum