



Office/Administrative Assistant Volunteer Description

Take action within your community! Volunteer with Alternatives to Violence!

Title: Office/Administrative Assistant

Responsible to: Victims Advocate Coordinator

Primary Objective of Position: Assists with a variety of tasks to help keep the ATV office functioning smoothly. Tasks include answering phones, greeting clients, planning events, thanking donors and other administrative tasks assigned by the Victims Advocate Coordinator or other ATV staff.

Essential Functions:

- Answer telephone, transfer calls to appropriate person and direct callers to voicemail
- Greet and screen visitors and clients in a friendly and professional manner
- Receive and send faxes reliably to other community agencies
- Create, copy and fold brochures and bulk mailings
- Data entry as needed
- Manage tasks efficiently to ensure that they are completed in a timely manner
- Perform other office duties as needed
- Occasional special tasks including grant research, file auditing, etc., based on volunteers' interests and abilities
- Accept and/or decline donations based on the needs of our clients
- Light cleaning, such as organizing donations
- Abide by Alternatives to Violence Volunteer Policies and Procedures
- Abide by Confidentiality agreement

Qualifications:

- Good listening and communication skills
- Ability to support others in crisis with a non-judgmental, empathetic response
- Ability to create and stick with a regular schedule, including a commitment of 3-4 hours per week
- Ability to communicate with the supervisors about special accommodations or absences
- Possess open/non-judgmental attitude toward survivors of violent crime
- Ability to work with a wide range of people



Selection, Training and Support:

If you are interested in becoming a volunteer Office/Administrative Assistant, please fill out and return an Application for Volunteers – General, which is available online at www.alternativetoviolence.org. You will then meet with the Victims Advocate Coordinator for an interview to discuss your interests and the position. A background and reference check will be done. Before beginning work, volunteers will complete an orientation to prepare volunteers to take on the role of an Office/Administrative volunteer, including such areas as using Xcel spreadsheets, answering phones, making copies, filing, etc. Office/Administrative volunteers are also encouraged to attend bi-annual training sessions to learn more about working with victims of violent crime. Any crime against a person, or unreported law violation may disqualify one from the process.

Time Commitment:

Office/Administrative Assistants are asked to make a six month commitment, including 3-4 hours of volunteer per week. A regular schedule must be turned in to the Victims Advocate Coordinator so that she may have tasks ready. Shifts are available during business hours, which are Mondays – Thursdays 8:00 a.m. to 5:30 p.m.

Initial Impact:

Office/Administrative Assistants often make the initial contact our clients have with ATV. Office/Administrative Assistants provide a warm smile or friendly greeting to our clients who may feel uneasy entering our agency for the first time.

Sustainable Outcome:

Office Assistants provide the clerical and administrative support for ATV in order to keep our organization running smoothly so that staff may focus time and attention on clients.