

## **Water Street Mission (WSM) Job Description Volunteer Services Assistant**

**Job Summary:** The Volunteer Services Assistant supports the Volunteer Coordinator. Together, they play a critical role in making sure our many volunteers have a great experience, one that blesses both our guests and the volunteer. Ideally, we strive to provide a volunteer experience but helps the volunteer grow personally. At the very least, we want to help individuals and groups choose to volunteer on a regular basis.

Toward this end, the Volunteer Services Assistant interacts with current and potential volunteers, guiding them through the process of orientation, scheduling/volunteering, and appreciation. They screen and place individuals doing community service. And they provide logistical support for all aspects of the volunteer program.

**FLSA:** Part-Time, Non-Exempt

***All Water Street Mission staff must be:***

1. Willing to sign the WSM Statement of Faith
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support the WSM core values and ministry philosophy.

**Supervised by: Volunteer Coordinator**

***Essential Functions:***

1. Screen and place individuals interested in doing community service
2. Oversee the scheduling process for volunteers
3. Manage walk-in, phone, web and email communication related to volunteering at WSM, making sure inquiries are addressed on a timely basis by the most appropriate WSM staff and in accordance with standard workflows related to volunteer engagement
4. Manage logistics associated with orientation, education, appreciation, and communication with volunteers and prospective volunteers
5. Assist Church Partnership and Business Partnership staff with registration for special groups if needed
6. Directs volunteers interested in other areas of service to programs, dental or health clinics
7. Conflict management as needed for volunteers.
8. Ensure all volunteer paper and electronic files are properly maintained and hours are tracked

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

- Proven ability to manage competing priorities in a fast-paced environment
- Demonstrated desire to provide exceptional customer service
- Strong relationship skills with groups and individuals, by phone, and email
- Strong organizational and process management skills
- Strong computer skills including Microsoft office and database programs.
- Desire to work collaboratively
- Ability to work independently and manage time effectively

### **MINIMUM QUALIFICATIONS & EXPERIENCE**

**The ideal Volunteer Services Assistant will possess:**

- Motivation to see the lives of hurting men, women, and children restored
- High School diploma or equivalent
- 3-5 years of data entry or clerical experience
- Ability to type accurately and efficiently (45 wpm)
- Experience managing fast paced office experience
- Person of integrity who can present strong character and employment references

**Physical Demands:** The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this position. The employee is regularly required to

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stand, walk, or sit and use hands, and is occasionally required to lift and/or move up to 35 pounds. May require occasional weekend or evening availability.

***Christian Life:*** As an employee of Water Street Ministries, you are an important member of a Christian Missionary organization. All staff members are Christian Missionaries and are required from time to time to participate in chapel services and outreach ministries. Because of the nature of these ministries, it is a necessity that you possess and maintain a testimony of lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which is an important part of your job.