

Part-time – Volunteer Services Assistant

Are you a detail-oriented person who has the gift of hospitality? Are you passionate about offering a hand up to those experiencing homelessness, and excited to help others use their time and talents to do the same?

Use your people skills as a part-time Volunteer Services Assistant to ensure our many volunteers have a great experience at Water Street Mission – one that blesses our guests, our staff, and the volunteer. As a Volunteer Services Assistant on the Advancement Team, you will provide consistent support to current and potential volunteers through phone calls, mail, and email.

Summary: Together, the Volunteer Services Manager and the Volunteer Services Assistant work to guide volunteers through the process of orientation, scheduling/volunteering, and appreciation. The Volunteer Services Assistant provides logistical support for all aspects of the volunteer program, including the screening and placement of individuals serving court-appointed community service hours.

FLSA: Part-Time, Non-Exempt

The Volunteer Services Assistant 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.

Essential Functions:

- 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
- Screen and place individuals interested in fulfilling court-ordered community service hours with WSM
- Oversee the scheduling process for volunteers
- Manage logistics associated with orientation, education, appreciation, and communication with volunteers and prospective volunteers
- Assist Church Partnership and Business Partnership staff with registration for special groups if needed
- Directs volunteers interested in other areas of service to programs, dental or health clinics
- Conflict management as needed for volunteers.
- Ensure all volunteer paper and electronic files are properly maintained and hours are tracked

Knowledge, Skills and Abilities:

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

Supervised by: Volunteer Manager of Support Services

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the essential functions of this job, the employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 35 pounds. This position may occasionally require weekend and 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, outreach ministries, or counseling sessions. Because of the nature of these types of ministries, it is an absolute necessity that you possess and maintain a testimony or lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which are an important part of your job.