

SUPPORT SERVICES JOB DESCRIPTION

Position: Business Office Assistant
Hours Per Week: 2-4 hour shift weekly
Team Leader: Administrative Assistant

General Description: Provide general office and clerical assistance to the Administrative Assistant.

Specific Duties and Responsibilities:

1. Provide general office coverage and office reception for the agency.
 - a. Answer business office telephones; assist walk-in donors, service vendors, volunteers and members of the public.
 - b. Handle requests for general information about SafePlace.
 - c. Direct walk-in clients to on-site advocate or to crisis line advocate.
 - d. Accept donations and write receipts.
 - e. Process donated cell phones as necessary.
 - f. Perform other duties, as assigned.
2. Provide clerical support to the Administrative Assistant.
 - a. Assist with photocopying, mailings, and other administrative tasks.
 - b. Work on special projects, as assigned.

Requirements:

1. Complete volunteer application and interview with Volunteer/Training Coordinator.
2. Complete the core SafePlace Orientation Training:
 - a. Introduction to SafePlace and Values Clarification (3 hours)
 - b. Facts About Domestic Violence and Sexual Assault (7 hours)
 - c. Anti-Oppression I (4 hours)
3. Complete on-the-job training with the Administrative Assistant

Skills Needed:

1. Knowledge of office procedures, including use of phones, e-mail, and voice mail.
2. Excellent interpersonal skills required.
3. Ability to handle detailed work accurately and to handle multiple tasks efficiently.
4. Basic computer skills, including word processing, preferred.

Commitment

1. Commit to serve a minimum of six months as an office assistant.
2. Cover one shift each week.

Assigned Shift:

_____ Tues, 10 am – 12 noon (2 hrs)	_____ Tues, 1 pm – 3 pm (2 hrs)
_____ Wed, 10 am – 12 noon (2 hrs)	_____ Wed, 1 pm - 3 pm (2 hrs)
_____ Thurs, 9 am – 12 noon (3 hrs)	_____ Thurs, 1 pm – 4 pm (3hrs)

Evaluations: Evaluations will be conducted annually. The team leader will conduct an evaluation with the volunteer and the volunteer will be asked to evaluate personal SafePlace experiences.

Signature

Date

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