

Job Description

Job Title: Volunteer Program Assistant

Reports To: Volunteer Program Director

Job Summary:

The Volunteer Program Assistant provides administrative support to the volunteer program department, which manages logistics and pre-trip planning for more than 1,400 volunteers annually.

Requirements Summary: Bachelor's degree required, plus 1-2 years of related experience. Must be able to manage multiple, often concurrent, deadlines in a fast-paced environment. Strong organizational skills and attention to detail a must. Experience with SalesForce preferred, bilingual Spanish/English a plus. Candidates with a heart for mission encouraged to apply.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Volunteer Program Logistics

- The Volunteer Program Assistant supports the Volunteer Program Department in the review and preparation of volunteer applications; including the review of personal and professional letters of reference, CVs, proofs of specialty, and hospital privilege letters; looks up medical licenses and ensures all materials are entered into the database and archived on the network drive prior to the application approval.
- The Volunteer Program Assistant manages all administrative aspects of the proof of specialty process, under the guidance of the Volunteer Program Manager (VPM) and the Volunteer Program Director (VPD). The Volunteer Program Assistant prepares, files, and sends current, complete medical licenses and other proofs of specialty for applicable volunteers to appropriate staff in Guatemala prior to trip departure; ensures all credentialing information is up to date in the database and network drive.
- At times, works with team leadership to ensure volunteers complete applications in a timely manner.
- Working with VPD, the Volunteer Program Assistant helps maintain the Volunteer Resource and Team Leader Resource pages on the website to include all new resources and the updates.
- Informs and educates volunteers on policies and procedures as appropriate; fields general questions about serving on a Faith In Practice mission team.
- Ensures that team leadership has entered logistical information, such as flights, hotel assignments, into the database by deadlines outlined on team checklist, and assists team leadership in completing these tasks as needed
- Prepares and saves forms on the network drive for each team including: Emergency Contact Info, Flight Manifests, and Passport Info by deadlines outlined on team checklist.
- Under the direction of the VPD and VPM, the Volunteer Program Assistant reviews customs forms submitted by team leadership, and ensures forms are saved to the network drive and sent to Guatemala by deadlines outlined on team checklist.

Collects and tracks sponsorship applications and along with the VPD and VPM, reviews applications to determine sponsorship awards.

Communications

- Under the guidance of the VPM, the Volunteer Program Assistant manages the resources required for and the assembly and mailing of Welcome Packets sent to all volunteers and directs volunteer in the process as needed or completes the mailings when volunteers are not available.
- Prepares and mails Team Leadership Packets for all teams in a timely fashion.

- The Volunteer Program Assistant schedules team member assessments and saves the results on the network drive by deadlines outlined on team checklist, working under the direction of the VPD.
- In addition to weekly departmental meetings, the VPA provides regular status updates on assigned tasks and projects.

General Administration

- Acts as first responder to all general team-related inquiries from current and potential volunteers.
- Answers phones (fields general phone calls, answers volunteer inquiries, assists volunteers and donors in making payments over the phone, etc.)
- Checks general email account and fax folder, processes or distributes to appropriate staff daily.
- Assists the finance department with checking mail and counting checks
- Ensures that supplies used for department-related tasks are kept in stock, assists in ordering additional supplies when needed.

General Required Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Team Work - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness. **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities;

Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree (B. A. or B.S.) from four-year college or university; and at least one year of related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software and Internet software. Experience with Salesforce a plus.

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable

individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this Job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

Other Responsibilities:

This job specification should not be construed to imply that these requirements are the exclusive standard of the position. Incumbents will follow any other instructions, and perform any other related duties, and may be required by their management.

ACKNOWLEDGED – Employee

Date

Printed Name