

Money Management Program Volunteer Office Staff – Job Description

Summary

Volunteer office staff works in the program office assisting the Program Coordinator with administrative tasks. Volunteer Office Staff opportunities include: Assistant Program Coordinator, responding to phone calls and e-mail requests, maintaining program records, processing client and volunteer paperwork, training volunteers, leading financial education workshops, auditing, processing mail, editing newsletters and more.

Duties and responsibilities of volunteer office staff

- Tasks vary depending on assignment
- Provides support to program coordinator, program volunteers, and clients
- Performs tasks in accordance with volunteer code and guidelines
- Notifies the program coordinator of problems that may arise

Qualifications of volunteer office staff

- Basic office skills including: telephone, writing, filing, following directions
- Basic computer skills including: keyboarding, internet, MS Word and Excel helpful but not required.
- Ability to professionally represent the program and sponsoring agencies.
- Good written and verbal communication skills
- Patience and tactfulness; ability to work cooperatively with a wide variety of individuals, including people with significant physical and mental impairments and varying socioeconomic backgrounds; ability to persist when dealing with government or community agencies
- General knowledge of household budgeting and daily money management.
- Able to provide own transportation

Supports Provided

- Initial orientation/training and periodic volunteer meetings.
- Receives administrative training and direction from the Program Coordinator
- Volunteer supplemental insurance coverage
- AARP Foundation provides limited liability protection

Commitment of Volunteer Office Staff

3+ hours per week

One-year renewable commitment