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## **Office Assistant**

Office Corps Volunteer Position

**Shift Times: 9:00am – 12:00pm and/or 1:00pm – 4:00pm**

Reports to: Director of Programs & Office Staff

### **Objective:**

Working with BTH staff, Bridge to Home Office Corps members provide direct assistance to the case managers, office staff, and clients in order to provide a functional surrounding where volunteers, and staff can work directly with clients in a safe and more homely functioning environment. These services can include medical appointment setting, job searches, mail collections, basic phone calls, and more.

As an Office Corps volunteer, you will be helping in the following areas:

- Assists the receptionist is providing basic clerical responsibilities such as filing, mail collection and sorting, file dismantling, answering phones, alphabetizing new files, etc.
- Assists the receptionist in warmly greeting clients, staff, and guests as they walk in the door, directing their needs to the proper staff.
- Assists the receptionist with mail sorting.
- Assists case managers when their appointments arrive.
- Assists clients in accessing the computers and helps them with computer needs.
- Maintains lobby appearance and center cleanliness.
- Neatly organize office supplies that have been purchased or donated.
- Distribute lunches and other requested supplies to clients.
- Ensures that each client signs in on the proper form and is greeted properly.
- Assists Access Center staff in maintaining COVID-19 safety guidelines.

### **Position Requirements:**

- Must be 18 years of age or older
- Have two (2) character reference letters dated within the past 12 months – one of which must be from a professional or education resource (supervisor, professor, etc.)
- Be able to commit to a minimum of one (1) shift per week
- Demonstrate social sensitivity when dealing with organization clients
- Maintain confidentiality at all times
- Must pass a background check
- Demonstrate the ability to read and write at an appropriate professional level
- Be able to communicate in a positive and confident manner to staff, clients, and other team members

### **Desired Qualifications:**

- Proficient in computer programming software such as Microsoft Office (Word, Excel, PowerPoint, etc.)
- Adult CPR and First Aid certified

*Impact: As the office sees many clients daily, having a team of office volunteers will give more time for the office staff to engage with new and existing clients. When clients are given more attention, they feel more cared for, positively impacting their overall mood.*