

Job Title:	Volunteer / System Administrator	Position Type:	Full Time Non-exempt
Location:	Thompson Center on Lourdes	Reports to:	Executive Director
Position Summary:	Focus on volunteer coordinator, Senior Space system owner and administrative duties.		

Essential Duties and Responsibilities

ROLE AND RESPONSIBILITIES

The following duties are normal for this position. These are not construed as exclusive or all-inclusive. Other duties may be required and assigned.

- **Recruit, Train, Place and Recognize Volunteers 30%** - Evaluate volunteer skills and interests to ensure a meaningful experience. Assign volunteers to various projects. Monitor volunteer's performance and effectiveness to ensure standards and policies are adhered to. Work with other staff members to address corrective issues if necessary. Plan the annual recognition event and on-going recognition and motivation of TCoL volunteers.
- **Customer Service 20%** – Manage the front desk and the coverage. Assist Volunteer Receptionists by answering general questions, guiding them in decision making and assisting with computer questions / concerns. Provide tours.
- **Senior Space (SS) Administrator 25%** - Owner of SS – in-depth knowledge of system to ensure TCoL is utilizing the system to be more efficient and effective. Ensure each participant has completed TCoL Participation and Wellness Declaration Form and that the information is entered into SS system. Verify data entry, run system reports, and reconcile SS participation / financial reports. reconcile daily / weekly deposits. Ensure coordination with the Marketing / Programming Manager.
- **Facilities 5%** - Oversee all day to day maintenance with cleaning staff, set-up and take-down for events, coordinate facility repairs, improvements, and replacements as needed.
- **Administrative Tasks 20%** - Assist in the review and preparation of documents and reports for monthly BOD meetings. Accurately record staff minutes and develop shared forms. Review and make edits to Staff and BOD produced documents. Produce, scan, photocopy, distribute correspondence memos, letters, and forms, which may involve technical, specialized, or confidential material. Update current and develop new administrative systems to achieve efficiency. Establish and maintain filing system (shared folders and hard copies).
- **Open / close building at the beginning and end of the workday as needed**
- **Other duties may be required as assigned.**

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree desired. Graduation from high school or equivalent with experience to be considered.
- Minimum of three years of experience in a customer service environment
- Experience with computer systems / CRM tools
- Experience in administrative tasks.
- Experience working with older adults desired.

PREFERRED SKILLS

- Ability to work well with people age 50+.
- Knowledge of accounting and budgeting practices
- Ability to perform duties accurately and timely
- Strong oral and written communication skills.
- Ability to be creative, enthusiastic and positive in the performance of duties.
- Ability to prioritize work
- Strong customer, organizational and problem solving skills.
- Possess good interpersonal skills, be team oriented, and able to establish and maintain effective working relationships with co-workers, program leaders, participants and the public.
- Ability to prepare a variety of documents including program and participation reports – including financials.
- Proficient computer skills in Excel, Word, Publisher
- Ability to operate under pressure with frequent interruptions.

Tools and Equipment

Personal computer, copy machine, phone and voice mail.

Work Environment

The noise level may vary from quiet to moderately loud. Work is performed inside TCoL.

Physical Demands – Light Work

While performing the duties of this job, the employee is frequently required to walk, sit, talk and hear. The employee is frequently required to use hands to finger, handle or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb, stoop, kneel, crouch. The employee may occasionally lift and / or move up to 25 pounds.

Employee:	Name	Date:	Date
Executive Director:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time