

Community Partners in Caring
1120 West Ocean Avenue, Ste 113, Lompoc, CA 93436

CALL CENTER OFFICE ASSISTANT

DEFINITION: Under the general supervision of the Lead Volunteer Coordinator, performs a variety of responsible and comprehensive secretarial and clerical work to support Volunteer Program functions. Values and promotes the mission and vision of Community Partners in Caring (CPC).

SCOPE: The Office Assistant, under limited supervision, is responsible for providing front desk customer service as well as other secretarial functions and assignments. Thirty percent of time will be spent on general office work and in support of activities that advance the Volunteer Program. Seventy percent of the time will be spent meeting face to face with senior citizens and/or their family/caregiver (in the office) and/or taking calls from them, logging requests in our volunteer management system, and coordinating volunteer services.

The incumbent has the responsibility for explaining CPC services, volunteer opportunities, program deliverables, policies, and procedures to clients, volunteers, donors, committees, and the public both verbally and in writing. Incumbent is expected to be flexible in completing work assignments rather than following any specific routine. She/he may be delegated clerical detail and non-routine work. The incumbent is expected to show initiative in assisting Volunteer Program staff.

ESSENTIAL FUNCTIONS

1. With patience and a focus on customer services, will take calls from senior citizens and/or their family/caregivers seeking volunteer services from CPC. This will include logging volunteer requests into our volunteer management system as well as coordinating service delivery with CPC volunteers.
2. With a focus on customer services, will be the first point of contact for volunteers. This includes providing information about volunteer opportunities as well as answering questions and, in consultation with the Lead Volunteer Coordinator, troubleshooting issues.
3. Will serve as an informational resource and first point of contact for clients, families, caregivers, volunteers, committees, board members, donors, staff and the public.
4. Answers phone, takes messages, and ensures messages are routed to appropriate staff.
5. Gathers information for the preparation of meetings, program activities, training activities, and events.
6. Works collaboratively with program staff in the collection of data needed for reports; creates and drafts a variety of written documents; maintains organizational files, records, mailing lists, groups and emails.
7. Schedules and coordinates meetings and conferences; reserves conference/meeting rooms; assists with volunteer activities and CPC events.
8. Assists program staff with administrative detail; photocopies meeting/training/orientation packets.
9. Is responsible for client weekly follow-up survey; assisting Volunteer/Program Coordinator with yearly volunteer/client surveys.
10. Assist Volunteer/Program Coordinator with the preparation of orientation and quarterly training packages. Assist with other packages as needed.
11. Assist with CPC's annual fundraising events.
12. Prepare cards (thank you, birthday, anniversary, condolences, general) for client/donor/volunteers. Ensure all staff signatures are collected and cards are mailed.
13. Perform other related duties as assigned.

QUALIFICATION DETAIL

CPC seeks an individual who is eager to learn and possesses excellent communication skills, patience, and the ability to convey emotions, especially compassion, while maintaining a cheerful, upbeat demeanor. We seek an individual who is able to communicate effectively, both orally and in writing; develop and maintain cooperative relationships with those contacted during the course of work; understand and carry out oral and written directions; organize work load, and establish priorities; learn and interpret specific rules and procedures and apply them with good judgment in a variety of situations; and establish and maintain office records and files.

Knowledge of: office methods and organizational skills; software knowledge (Word and Excel); knowledge of office equipment; correct English usage, spelling, grammar, and punctuation; formatting; and general office procedures, including filing systems, receptionist and telephone techniques.

Staff is expected to arrive on-time, dress appropriately in business attire, and work collegially with staff and volunteers.

Bilingual (English/Spanish) preferred.

EDUCATION AND EXPERIENCE

High school graduate; some college.

WORKING CONDITIONS

- Duties are primarily performed in an office environment, at a desk or at a computer terminal.
- On rare occasions, CPC activities may require the incumbent to travel within CPC's service area.
- Weekend hours may be required on occasion. No more than 10% of time.
- The incumbent will experience interruptions while performing normal duties during the regular workday.
- The incumbent will have contact, in person or on the telephone, with executive, staff, volunteers, clients, committee members, collaborating partners, and the general public.

PHYSICAL DEMANDS

- Typically, may sit or stand for extended periods of time.
- Operates a computer keyboard, printer, copier, fax machine.
- Communicates over the telephone, e-mail, and in person.
- Regularly lifts, carries and/or moves objects weighing up to 15 pounds.

SPECIAL QUALIFICATION

Patience and evidence of a sensitivity to and understanding of the special needs of the elderly.

Ability to convey emotions, especially compassion, when speaking with clients and volunteers. Community Partners in Caring embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. Interested applicants must complete an employment application and provide their resume. Contact partnersincaring.vpc@gmail.com