

GIRL SCOUT COUNCIL OF THE NATION'S CAPITAL

POSITION DESCRIPTION

POSITION: Administrative Assistant, Adult Volunteer Development

REPORTS TO: Manager, Adult Volunteer Development

PRIMARY AREAS OF WORK:

Provides customer service to adult volunteers in the subject areas of recruitment, training and appreciation. Supports the work of the department through organizational and administrative tasks.

SPECIFIC DUTIES:

- Receives telephone calls and emails and exercises strong customer service skills and professional judgment in responding to, or transferring, volunteer inquiries.
- Coordinates the marketing of training opportunities, by communicating directly with volunteer trainers and supporting the Volunteer Development Specialists.
- Prepares and distributes materials to volunteer trainers in advance of training sessions.
- Supports the manager in preparation of reports and documents, scheduling, planning, and other tasks as assigned.
- Coordinates the loan process for all equipment such as easels, laptops and LCD projectors.
- Effectively manages online databases for volunteer recognition as well as for department reports.
- Efficiently prepares materials and makes all arrangements for meetings and special events as required.
- Maintains accurate files for both staff and volunteer use.
- Maintains the inventory of office equipment, supplies and training course materials and places orders, receives orders and verifies charges.
- Participates in a schedule to relieve the reception desk, to work on council-wide data entry projects, or to assist with other projects as needed.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

- High school diploma or GED plus two years responsible administrative experience or successful completion of business administration program and one year of reasonable administrative experience.
- Experience with Microsoft Office, including Microsoft Word and Excel.
- Strong customer service skills; ability to work in a fast paced environment requiring extensive telephone and public contact.
- Excellent written, verbal and interpersonal communications skills.