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| 210 W. Cataldo Avenue, Spokane WA 99201  POSITION DESCRIPTION  TITLE: **CLERICAL VOLUNTEER**  Department: Volunteer Services  Reports To: Volunteer Services Coordinator | Category: II  Effective Date: July 23, 2019  Volunteer Services Coordinator Date  Admin Support Supervisor Date |

**PURPOSE:** Provide general office assistance and administrative support to Vitalant staff.

**QUALIFICATIONS:** Sixteen years of age or older. If under age eighteen, written parental consent is required. Volunteer must be willing to commit to 30 hours of service per year.

Ability to perform basic office tasks such as answering phones, filing, copying and data entry; basic computer knowledge and ability to use Microsoft Office products desirable.

Desire to assist others; ability to work both independently and under the supervision of others; excellent oral communication skills; pleasant and cooperative manner; dependable and reliable; ability to work positively with others as a member of a team; ability to follow instructions; organized and attentive to detail; ability to work with and provide excellent customer service to a diverse group of people.

**PHYSICAL/SENSORY REQUIREMENTS**: Must be able to sit for extended periods, bend and reach and communicate effectively in English by telephone, in person, and in writing.

**WORKING CONDITIONS**: Work is performed in an office environment.

**INTERRELATES WITH**: Vitalant staff, volunteers, vendors, suppliers, donors and general public

**TRAINING PROVIDED:** Orientation for new volunteers, assignment specific training for office procedures.

**EXAMPLES OF ASSIGNED TASKS**: The tasks listed below are illustrative of the types of duties performed by a Clerical Volunteer.

1. Generate documents using computer applications.

2. Perform photocopying, faxing and/or filing.

3. Perform data entry in various computer programs.

4. Prepare bulk or special mailings.

5. Tabulate or reconcile accounts.

6. Answer telephone, referring calls or taking messages.

7. Assist with special events or projects.

8. Maintain confidentiality in the handling of all personal and medical information of Vitalant patients, donors and staff to ensure their privacy is protected. Follow all policies and procedures initiated at Vitalant to support HIPAA and report violations in an appropriate and timely manner.

9. Cooperate and comply with all Vitalant policies and procedures. Actively support and follow the Vitalant Safety Program.

10. Participate in Volunteer Orientation, other meetings and training activities as required.

11. Promote positive employee, donor, volunteer and community relations by responding appropriately to inquiries, concerns and complaints and being professional, courteous and respectful at all times.

12. Actively and positively demonstrate R-I-T-E values.

**SUPERVISION:** Staff person on duty.