

Volunteer Position Description

Position Title:	Volunteer Services /PW Office Assistant
Position Type:	Non-patient Care or Service Personnel
Facility:	Edg, Ft.T
Position Summary:	
Provide Assistance to PrimeWise members, volunteers, guests and patients, by greeting them when they walk in, answering phone inquiries, taking reservations and performing office tasks. Such as maintaining membership data base, filing, computer work. The morning position prepares a list and delivers free newspapers to PrimeWise patients.	
Qualifications:	
<ul style="list-style-type: none">• Sincere interest in people and ability to understand their concerns• Communications skills• Excellent telephone skills• Ability to interact with older adults• Organizational skills• Ability to work independently• Ability to hear well• Willing to learn different computer programs• Morning position needs the ability to walk long distances• Daytime availability	
Duties & Responsibilities:	
<ul style="list-style-type: none">• Greet customers promptly and courteously• Answer phones for both departments and provide appropriate follow up• Record all phone calls appropriately• Insure all requested information and materials are sent out• Perform light filing and typing• Morning position will prepare, process and deliver newspapers to PrimeWise patients• Perform basic computer functions• Perform a variety of functions: Such as preparing packets, summarizing, making reminder phone calls.• Maintain strict confidentiality of information, activity and conversations of the office	
Key Accountabilities:	
<ul style="list-style-type: none">• Maintains regular weekly schedule• Records all phone calls appropriately• Taking accurate messages• Performs regular duties independently	
Time Commitment:	
<ul style="list-style-type: none">• Number of hours per volunteer shift; shifts are generally three to four hours per week, but may differ in some departments.• May choose to list available hours, rather than specific shifts (e.g., a three-hour commitment between the hours of 9 a.m. and 6 p.m. on Monday through Friday. Click here to enter text.	

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Uniform:	
• Standard requirements for volunteers	
Date Originated:	Unknown- last revised 2002
Date Revised:	11-30-11
Depart Contact & Phone #:	Kim Exeler 301-5999; Kitty Pilger 212-5212
Volunteer Supervisor:	Kim Exeler 301-5999; Kitty Pilger 212-5212