



FiftyForward

FiftyForward Martin Center Office/Volunteer Manager

DEADLINE TO APPLY: Close of business Friday, Oct. 13.

SALARY: \$13.00/HOUR (NON-EXEMPT)

WORK HOURS: Full-time; 40 hours per week, with the ability to work flexible hours depending on needs and events (occasional early mornings, late evenings, and weekends). Center hours are 8 a.m. to 4:30 p.m.

BASIC FUNCTION: The Martin Center Volunteer and Office Manager assists in the overall operation of the center by ensuring and providing a wide variety of customer service and clerical and administrative support, as well as handling all phases of volunteer management. The Volunteer and Office Manager must demonstrate advocacy for senior adults and be a supportive, contributing team player.

CORE RESPONSIBILITY:

VOLUNTEER MANAGEMENT

1. Collaborates with Center staff to recruit/discharge, orient, train, assign, recognize and appreciate all center and community volunteers
2. Ensures the following volunteer positions are staffed: front desk, facility, program set up, data entry, special events and other assignments
3. Specifically trains and supervises office and facility volunteers
4. Maintains pertinent volunteer paperwork, including current volunteer job descriptions
5. Ensures volunteer hours are documented and reported
6. Provides report information as needed
7. Coordinates Volunteer Recognition Event
8. Assists in management of the center in the absence of the Center or Associate Director
9. Assists as a back-up driver, if other drivers are not available

OFFICE MANAGEMENT

1. Ensures that callers, members and visitors receive excellent customer service
2. Oversees member enrollment, including tours, paperwork and data entry
3. Manages daily office functions: mail, equipment, contacts, supplies, files, keys, and facility inspections
4. Manages financial transactions: program revenue, accounts receivable/payable, bank deposits, ticket sales and credit card processing
5. Maintains master facility calendar in coordination with Center and Associate Director
6. Coordinates rentals with Center Director and schedules staffing for after-hour events

7. Provides administrative support, including but not limited to center newsletter and mailings, program registration, and entry of participant documentation
8. Other duties as assigned

CORE WORK REQUIREMENTS:

Education: High school degree or GED equivalent; prefer BA in related field

Experience: Demonstrated skills in volunteer and office management; prefer non-profit experience working with senior adults and volunteers

Special skills: Competency in Microsoft Office 365 (Publisher, MS Suite); working knowledge of various social media platforms; ability to perform on a deadline; ability to work independently and as a team; demonstrated organizational, administrative and customer service skills; ability to establish and maintain positive working relationships with staff, participants, volunteers and the public. Excellent verbal and written communication skills; accurate word processing; managing electronic data files and records. Knowledge of principles and process for providing quality customer service. Ability and willingness to drive a 15 van (and maintain a good driving record).

Certifications and Licenses: TN Driver's License, CPR Certification

Physical Requirements: This job is performed in a smoke free environment. Possible high noise level. The usual and customary methods of performing the job's functions require the following physical demands: sitting, walking, standing, some lifting, carrying, pushing and/or pulling; some stooping, kneeling and/or crouching, climbing, balancing, reaching with hand or arm, using hands to feel or handle, significant fine finger dexterity. Ability to lift up to 25 pounds.

Equipment Requirements: Desk top computer, multi-user copier and scanner, multi-line telecommunications system, facsimile machine, audio-visual and sound equipment, credit card processing