

**Volunteers of America of Oklahoma
Job Description**

Title: Administrative Assistant – Retired Senior Volunteer Program (RSVP)
FLSA Classification: Non-Exempt
Career Band: Support (S1-S2)
Department: Aging Services
Reports to: Director of RSVP

Job Summary:

Effectively and efficiently implements the RSVP goals and outcomes per Volunteers of America of Oklahoma’s mission, policies, and procedures. Operates the program in compliance with all pertinent policies and guidelines of the Corporation for National and Community Service (CNCS) and the Oklahoma Department of Human Services (OKDHS).

Job Duties:

1. Assists the RSVP Director with volunteer recruitment.
2. Assists the RSVP Director with volunteer recognition activities.
3. Helps maintain the Volunteer Reporter database, volunteer files, and volunteer station files.
4. Enters all reported volunteer hours in the Volunteer Reporter database.
5. Completes and submits all mileage requests submitted by volunteers to the RSVP Director.
6. Assists in the coordination, scheduling, and tracking of all transportation requests and trips made by volunteers. Tracking includes the number of trips made in a month, the names, age, gender, and demographics for each client, the appointment time, doctor’s name, and purpose of appointment.
7. Helps supervise and train all RSVP volunteers at orientation and throughout their volunteer tenure.
8. Helps submit all volunteer OSBI checks after the sign up.
9. Maintain monthly reports of all volunteer hours, volunteer stations, budgets, community awareness activities, and fundraising activities for the RSVP program.
10. Prepare reports and summaries requested by the Corporation for National and Community Services (CNCS), Oklahoma Department of Human Services (OKDHS) Aging Services, Lake Area United Way, Volunteers of America Oklahoma, and other private funders.
11. Helps develops, implements, and meets program goals.
12. Maintains and develops cooperative working relations with a variety of community organizations and agencies.
13. Coordinate RSVP activities with various community organizations.

14. Assists the Director of Development with fundraising and community awareness.
15. Coordinate public speaking assignments of staff and volunteers.
16. Helps with newsletters for volunteers, designs and updates brochures and forms necessary for the program operations.
17. Prepare notifications and minutes for the Advisory Council's meetings.
18. Attends training programs sponsored by CNCS, OKDHS Aging services, VOAOK, and other appropriate meetings and conferences on aging, volunteerism and other related fields.
19. Attend training necessary for the position as outlined by CNCS, OKDHS, and VOAOK.
20. Maintain an effective working relationships with co-workers and external partners.
21. Works within guidelines of the contact(s) and grant(s).
22. Performs daily tasks necessary for the Volunteers of America Oklahoma office such as answering the phone, assisting Volunteers of America Oklahoma staff, and assisting visitors.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to walk, stand, sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling is also required.

Education and Experience Requirements:

- High school diploma with some college experience, and 2 years of office experience.
- General knowledge of working with individuals age 55 and older is preferred.

Qualifications and Skills:

Required Qualifications:

- 18 years of age or older.
- Must have and maintain a working telephone contact number.
- Possess a valid Social Security Card.
- Possess a valid Oklahoma Driver's License.
- Have reliable transportation.
- Proof of current car insurance (your name must be on the policy).
- Maintain an acceptable driving record, Oklahoma State Bureau of Investigation criminal history checks, and Community Service Registry Record checks.
- Obtain and or utilize working knowledge of the CNCS and OKDHS contract standards.
- Ability to reason clearly and make sound judgements.

- Ability to communicate clearly and effectively with volunteers external stakeholders, and employees.
- Ability to work independently
- Ability to perform job functions with appropriate time management and fiscal responsibility.
- Ability to establish and maintain satisfactory relations with others.
- Ability to coordinate multiple tasks at once.
- Ability to be honest, reliable, dependable, and professional at all times.
- Ability to exercise patience, understanding, creativity, and flexibility.
- Ability to be a team player, detailed-oriented, decision maker, self-starter, self-motivator who demonstrates leadership qualities.
- Ability to audit volunteer and volunteer station records.
- Excellent oral and written communication skills.
- Proficiently skilled at maintaining accurate records at a timely manner
- Knowledge of disability types (e.g., developmental disorders and physical disorders)
- Knowledge of individual volunteers (e.g., needs, wants, desires)
- Knowledge of safety guidelines (e.g., general emergency procedures)
- Knowledge of Volunteers of America of OK (e.g. policies and procedures, services provided)
- Excellent oral and written communication skills
- Ability to maintain accurate records and present data contained in those records in a timely manner
- Competent user of all MS Office Suite applications (Outlook, Word, Excel, PowerPoint, etc.)

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position and am qualified to perform the duties listed above. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.

I also understand and recognize that I retain the option, as does Volunteers of America of Oklahoma, to end my employment at any time, with or without notice and with or without

cause. As such, your employment with Volunteers of America of Oklahoma is at-will and neither this job description nor any other oral or written representations may be considered a contract for any specified period of time.

Employee Signature: _____ Date: _____

Employee printed name: _____