

VOLUNTEER POSITION DESCRIPTION

POSITION TITLE: Computer Assistant
ORGANIZATION: 20 FSS/A1UN
CONTACT PERSON: Charles Rupp
PHONE 895-1641
WORK LOCATION: Building # 1118
HOURS NEEDED: 8 hours week
DAYS NEEDED: Monday – Friday

VOLUNTEER DUTIES:

1. Answer the telephone and assist customers
2. Schedule appointments for customers
3. Filing documents in files and personnel records
4. Pulling personnel records for walk in customers
5. using computer to complete tasks

SPECIAL REQUIREMENTS:

1. Basic knowledge of filing procedures
2. Basic computer knowledge
3. General office skills
4. Good organizational skills
5. Excellent customer service skills
6. Exceptional telephone skills
7. Work well under pressure

TRAINING:

1. Customer service training
2. Will train volunteer on basic office operations and computer equipment
3. One-on-one instruction as needed

Signature of "Volunteer"

Date

Signature of Coordinator

Date