

# 20<sup>th</sup> FSS AIRMAN & FAMILY READINESS CENTER VOLUNTEER POSITION DESCRIPTION

**POSITION TITLE:** Office Assistant  
**ORGANIZATION:** 20 FSS/FSFR  
**CONTACT PERSON:** Mr. Rodgers W. Gardner II, Section Chief  
**PHONE** 895-1252  
**WORK LOCATION:** Airman & Family Readiness Center Bldg 1127  
**HOURS NEEDED:** Flexible  
**DAYS NEEDED:** Monday – Friday

## **VOLUNTEER DUTIES:**

1. Assist with making copies, collating and stapling of A&FRC materials
2. Answer the phone, refer customers to the appropriate staff member, and take accurate messages.
3. Provide administrative support to the A&FRC Director (phone calls, paperwork, copies, faxing materials)
4. Assist with checking-in and out loaner items from the Loan Closet
5. Update the job book with employment information on a weekly basis.

## **SPECIAL REQUIREMENTS:**

1. Typing
2. Knowledge of Microsoft Word Computer Program
3. Customer relations skills
4. Basic filing skills
5. Excellent phone Skills

## **TRAINING PROVIDED:**

1. Basic knowledge of office procedures for the Airman & Family Readiness Center
2. Customer service skills
3. Additional training as available

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Signature of "Volunteer

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Date

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Signature of Volunteer Supervisor

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Date