

Administrative Assistant/Program Support
(30 - 35 hours/full-time)

Position Summary:

As a member of the Peninsula Volunteers, Inc. Meals on Wheels team, the General Office staff performs program support utilizing computer skills, attention to detail, and organizational and interpersonal skills. The General Office staff may serve as the Program's first point of contact for volunteers, Meals on Wheels clients, and callers. Duties include filling MOW volunteer shifts, answering telephones, data entry, word processing and working with spreadsheets, as well as, filing and other general office tasks. Position requires exercising independent judgment, initiative, flexibility and excellent interpersonal skills.

Responsibilities:

- Communicate with volunteers via email, phone and text in order to fill all of MOW volunteer needs.
- Maintain accurate calendar of volunteer shifts.
- Train new volunteers.
- Performs general receptionist duties. Answers phone promptly and courteously. Screens calls in polite and knowledgeable manner. Takes accurate messages, including those in confidence. Provide clear information and transfer calls as appropriate.
- Performs general office duties (data entry, faxing, copying, and operating postage machine)
- Data entry using ServTracker (will train)
- Word processing includes correspondence, inputting information on forms and memos
- Files documents; keeps files current
- Establishes and maintains effective working relationships with other staff members, outside agencies, volunteers and clients
- Additional projects as assigned
- ***As a member of the PVI team, the Coordinator of Volunteers & Support for MOW Programs is expected to model the behaviors that support the PVI core values as defined in the PVI Culture Matrix.***

Requirements:

- Proficiency in Salesforce, MS Word, Excel, MS Outlook. Additional database experience helpful. Demonstrated ability to work with toolbars and menus, fonts, copying and pasting, etc.
- Professional demeanor, dependable and regular attendance
- Must be organized, perform duties promptly and be attentive to details and accuracy
- Ability to multitask, prioritize work, handle interruptions, and meet deadlines
- Strong customer service/interpersonal skills, both telephone and in-person
- Quick learner and resourceful. Ability to work independently
- Ability to follow oral and written instructions
- Knowledge of general office equipment and procedures

Experience/Education:

- 2+ years' experience in an administrative support role
- Hands-on experience with MS Office Suite
- High School diploma or equivalent required. AA degree a plus
- Fluent in English (Bilingual in Spanish a plus)

Physical Requirements:

Frequent sitting, keyboarding, standing, walking. Some stooping, bending and reaching

Hours: Non-exempt, Full-time, 9:00 AM – 3:30 PM, Monday - Friday