

LIFESCAPE COMMUNITY SERVICES/COMMUNITY KITCHEN, INC.
Job Description

Position: RSVP Assistant

Reports to: RSVP Director

Salary: \$12 per hour

Position Type: PT

FLSA: Non - Exempt

Location: Rockford

Supervision Exercised: Yes

Job Summary:

The RSVP Assistant is essential to our Lifescape Retired and Senior Volunteer Program (RSVP). The main function of this position will be entering RSVP volunteer information into our Volunteer Reporter system, answering phone calls related to RSVP, and preparing/organizing documents for the RSVP Director and RSVP Volunteer Coordinator. When necessary this position will make phone calls to recruit new volunteers and to communicate with current or past volunteers. The RSVP Assistant will be also responsible for communicating with volunteers and volunteer stations as instructed by RSVP Director.

Essential Duties and Responsibilities include the following. Related duties may be assigned.

- Answer RSVP telephones courteously and route calls correctly. Function as receptionist for callers and visitors RSVP Department
- Perform secretarial functions as requested by supervisor
- Assist RSVP department as needed with clerical duties related to RSVP volunteers
- Attend training as required by supervisor
- Work with RSVP team members to meet indicator targets established with funding sources
- Attend weekly meetings led by the RSVP Director and Volunteer Programs Manager
- Make introductory calls and send introductory emails to explain the RSVP program and schedule presentations for RSVP team members
- Occasionally communicate with participants to promote & maintain volunteer attendance
- Enter volunteer and potential volunteer information into the Volunteer Reporter system
- Compile satisfaction and/or other surveys in timely manner
- File and store registration and other necessary forms for each new RSVP volunteer
- Maintain accurate record of schedule accessible to supervisor in your absence
- Maintain electronic records of all contacts and presentations made for the current fiscal year
- Keep supervisor updated on any changes or items of note related to the program, hours worked, etc.
- Assist with special projects as requested
- Represent the agency professionally in speech, manner, and dress.

Essential Functions:

- Must be able to read, write, and understand written and verbal instructions.
- Must be able to handle multiple tasks, i.e., answer telephone efficiently while handling other office tasks.
- Must be able to operate fax, copy machine, computer, and multiple telephone lines.
- Must be able to type 40 words per minute and be skilled at data entry.
- Must be able to work independently.

- Must be able to function under varying circumstances and be flexible.
- Must be able to operate computer and other office equipment as require in performance of job duties.
- Must possess ability to solve problems, interpret and follow instructions furnished in written, oral or schedule form.
- Must be able to lift a minimum of 40 pounds in setting up displays and equipment for events and activities.

Qualification: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and /or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Requirements

- Must be 21 years of age
- Must have high school diploma or equivalent.
- Must have valid driver’s license, clean driving record and own transportation with current insurance coverage. Not have been convicted within 3 years of the date of application of any of the following offenses involving the operation of a motor vehicle: Driving Under the Influence of alcohol and/or drugs (DUI), Reckless Driving, Leaving the Scene of an accident involving death or personal injury, Drag Racing, Manslaughter, Reckless Homicide, Reckless Conduct
- Must be able to work and communicate effectively with older persons, persons with sight and hearing impairments, and persons of all economic, social, and cultural backgrounds with an emphasis on seniors.
- Must be able to perform essential functions of position.

I have received a copy of this job description:

Employee Signature

Date