

Community Service Learning Center Volunteer Coordinators 2017-18

Overall responsibilities:

The CSLC's Volunteer Coordinators provide front line customer service for all visitors and administrative support to the Assistant Director of Student Life for Civic Engagement. Volunteer Coordinators serve as a key resource in connecting students to volunteer opportunities, therefore are expected to be knowledgeable about all aspects of the CSLC, familiar with local community organizations and upcoming volunteer opportunities, and knowledgeable about the 60+ service and advocacy student organizations on campus. This position is best suited for students who desire more than the average job experience, as the Assistant Director and CSLC Graduate Assistant call upon the Volunteer Coordinators to assist in all office initiatives and view Volunteer Coordinators as ambassadors to the CSLC.

General Responsibilities:

During CSLC office hours, Volunteer Coordinators are responsible for general office operations (see below) and are additionally responsible for specialized projects based on their interests, skills, and needs of the CSLC.

- Greet, assist, and provide friendly and knowledgeable customer service to those utilizing the CSLC (students, faculty/staff, community organizations)
- Monitor, maintain, and respond to the CSLC email and phone as correspondence comes in
- Maintain the CSLC online database of volunteer and event opportunities by updating existing opportunities and/or posting new opportunities as they become available via web, email, or phone
- Create reports, as needed, using Service Tracker, the CSLC's online tracking tool for volunteer activities
- Coordinate recurring service opportunities with specific community partners and populations of GVSU students – program development is currently ongoing
- Assist the Graduate Assistant for Civic Engagement in planning and supporting various CSLC Days of Service programs
- Present to classes and Registered Student Organizations about the CSLC and its programs
- Conduct consultation meetings (and follow-up) with individuals or small groups to help them connect with the greater Grand Rapids community
- Ensure accurate tracking of CSLC traffic
- Receive Alternative Breaks payments at front desk and track money appropriately
- Special projects assigned by the Assistant Director
- Perform clerical tasks as needed

Typical Hours / Flexibility:

The Volunteer Coordinators will generally work regularly-scheduled shifts that can be built around classes and other obligations. There are opportunities to work special events outside of normal work hours (such as assisting with set up and clean up during the evening or weekend) and opportunities to become involved in office initiatives at various levels. The Volunteer Coordinators will work approx. 10-15 hours per week.

Qualifications:

This position requires a positive attitude, flexibility, strong work ethic, strong customer service and communication skills (written and verbal), sound problem solving skills and clerical skills including operation of phones and other office equipment, a team mentality, and a willingness to roll up their sleeves to do what it takes to get the job done. A strong background with volunteering and non-profit organizations is preferred. Must have basic knowledge of Microsoft Office Suite including: Word, Excel, and Publisher. Basic knowledge of CMS is a plus. Preference may be given to students who qualify for work study.

Skills Learned in Position:

- Students will gain an understanding of the civic engagement programs and services offered in the CSLC
- Students will gain an understanding of the resources, services, and programs coordinated by the Office of Student Life
- Students will learn customer service skills
- Students will be exposed to event coordination and management
- Students will learn about civic engagement and the local West Michigan Community