



April 11, 2019

Vacancy Announcement #19-06

Retired Senior Volunteer Program (RSVP) Coordinator Assistant

Part Time Position at 20 to 25 hours per week

Location: Wellsboro, PA

Organization Overview:

Experience Works (EW) and the Corporation for National & Community Service (CNCS) Retired Senior Volunteer Program (RSVP) is a volunteer service project for people 55 and over to use the skills and talents they have learned over the years or develop new skills and talents to serve in a variety of volunteer activities in Potter, Tioga, Clinton, Lycoming and Northumberland Counties in Pennsylvania. The EW RSVP Coordinator Assistant works toward improving lives, strengthening communities and fostering civic engagement through service and volunteering.

Position Overview:

The RSVP Coordinator Assistant performs a variety of administrative and clerical duties in support of the Retired and Seniors Volunteer Program (RSVP). This role assists in the coordination of volunteer assignments, appropriate trainings, and activities, including special events, in cooperation with appropriate volunteer staff.

Responsibilities:

- Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully
- Engages in effective team participation through willingness to assist and support coworkers, supervisors, and other work related-associations
- Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner
- Demonstrates positive acceptance of constructive feedback and suggestions, to strengthen work performance
- Contributes to a positive, respectful and productive work atmosphere
- Regular attendance is required to meet the demands of this job and to provide necessary services
- Assists in the coordination of volunteer assignments, appropriate trainings, and activities, including special events, in cooperation with appropriate volunteer station staff
- Assists in recruitment for volunteers

- Assists with the completion of information for voluntary reports
- Assists with volunteer recognition events, functions, and other special projects as requested by management

Required Qualifications and Experience

- Completion of high school, or equivalent, and two years of clerical experience; or, any satisfactory equivalent combination of education, experience and training which demonstrates the knowledge, skills and abilities to perform the duties of the job
- Knowledge of confidentiality rules regarding client and provider records, including HIPAA regulations
- Knowledge of, and ability to operate, a personal computer
- Thorough knowledge and proficiency in the use of Microsoft software
- Excellent knowledge of business English, spelling and punctuation; Considerable knowledge of modern office practices and procedures
- Ability to exercise appropriate time management skills to accomplish both daily tasks and on-going projects
- Ability to work independently and handle multiple projects and a high volume of work
- Ability to operate a variety of office machines and, assists and train others in using standard office equipment
- Ability to operate a multi-line telephone system
- Ability to understand verbal and written operating instructions and procedures and to initiate suggestions for appropriate involvement
- Ability to initiate own work with a minimum of supervision; Ability to communicate well in writing and verbally
- **Employment will be contingent upon a clear Federal, State, FBI level background check and a National Sex Offender check**

Attributes

- **Mission-driven:** You understand the big picture and can easily translate our objectives into social impact. You have a personal commitment to the nature of the work of Experience Works. ● **Great Communicator:** You communicate and coordinate effectively at every level. You easily adjust your message, without sacrificing content, consistency, or service delivery, whether you are leading staff, connecting with community organizations, or learning what's important to a business.
- **Service-oriented:** You are committed to providing the highest level of service. You take delight in exceeding other expectations.
- **Accountable and excellent time-manager:** You think ahead, anticipate challenges, and take things from start to finish. You thrive on efficiency, are always looking for ways to improve, and you implement processes that enhance productivity.
- **Highly Organized:** You have great organizational skills. You efficiently track the necessary details and effectively disseminate information.

- Rapport builder with collaborative work-style: You have a flexible style that both compliments the efforts and supports the needs of others. Colleagues and service partners respect you for your knowledge and abilities and find you both approachable and responsive.
- Creative problem solver: You have a keen ability to determine what is working and what is not, and you act to lead in the right direction.
- Enthusiastic: You deeply enjoy the work you do and totally immerse yourself in your work. You take pride in a job done exceptionally well and you are generous in your acknowledgement of a job well done.
- Autonomous: Although we stay in close communication with each other, we don't micromanage. You're a self-starter, you keep others well informed, and you don't wait for things to happen — you initiate action and make things happen.
- Self-assured and direct: You are sensible and sensitive to the needs and goals of others, and colleagues respect you for your ability to communicate in a clear and defined manner.

What's Attractive to the Right Candidate?

Your work is in direct service — you make a difference in the lives of people every day.

Your experience, opinions, and expertise are valued — what you bring to the table is vital to our success.

We work together and succeed together. You will enjoy a collaborative and collegial work environment with a shared purpose where your hard work will be noticed and appreciated.

You will enjoy a close working relationship with the RSVP Directors, who is experienced and supportive, but won't micromanage.

This is an intellectually stimulating environment and an organization that works passionately and enthusiastically to fulfill our mission.

We offer a competitive salary and reimbursement of travel expenses.

To apply for the PA RSVP Volunteer Coordinator Assistant role with EW:

Qualified candidates should submit a resume and cover letter to resume@experienceworks.org

Please include the position title and state in the subject of your email.

Experience Works is an Equal Opportunity Employer and is dedicated to these principles. We value and welcome diversity in the workplace and encourage all minorities, women, veterans, and persons with disabilities to apply.