

**SAMPLE VOLUNTEER POSITION DESCRIPTION GUIDELINES
CHAPTER/UNIT NAME**

Location	Chapter office
Position Title	Office Assistant
Purpose	Under general direction of the Administrative Assistant, and in collaboration with other program directors, provide support to the office procedures.
Key Responsibilities	<ul style="list-style-type: none"> • Answer phones regarding general inquiries about Red Cross programs and services. • Greet visitors to office, register students for Red Cross courses and issue receipts. • Perform general typing, including typing certificates, miscellaneous letters, and confirmations off meetings and classes. • Perform general clerical work including; posting visits to blood service cards, filing, and Xeroxing when necessary. • Keep all information confidential.
Relationships	<ul style="list-style-type: none"> • Administrative Assistant • Various Program Coordinators
Qualifications	<ul style="list-style-type: none"> • Specific knowledge and skills in office procedures. • Ability to develop effective public relationships. • Ability to type, keep organized record, and be professional on the telephone. • Knowledge of Red Cross services and programs, or willingness to learn.
Training	<ul style="list-style-type: none"> • Red Cross orientation • On the job training, as needed
Appointed by	Chairman of Volunteers
Reports to or Partners with	<ul style="list-style-type: none"> • Administrative Assistant • Chairman of Volunteers
Length of Appointment	TBD
Time Commitment	Minimum 4 hours a week
Development Opportunities	<ul style="list-style-type: none"> • Chance to develop office skills • Be part of a team

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.

Print Name

Signature

Date

Revised date _____