



## Job Opening at Solid Ground

**Job Title:** Volunteer Services Program Assistant

**Department:** Resource Development

**Union Affiliation:** OPEIU  
(Associated dues will apply)

**Supervisor:** Volunteer Services Manager

**Status:** Non-Exempt

**FTE:** 1.0

**Salary Grade:** 22

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Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration, and social justice approach to supporting people to build well-being so that they can fully contribute to society, now and into the future. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency, and to encourage staff to fully engage in those activities.

**Job Summary:** This position provides administrative support to the Volunteer Services team to support the objectives of Volunteer Services and requirements of the Statewide Health Benefits Advisors (SHIBA) program and the Retired and Senior Volunteer Program (RSVP). This position works closely with the RSVP Coordinator, SHIBA Coordinator and the Volunteer Coordinator at Solid Ground and reports to the Volunteer Services Manager.

### Essential Responsibilities, Duties and Tasks:

75% Provide overall administrative support to Volunteer Services staff including but not limited to: following up with multiple site partners, programs and volunteers to collect volunteer hours, entering volunteer hours and other data in multiple databases; maintaining digital and physical program files, volunteer paperwork and partner contracts; collecting and submitting digital and physical enrollment forms; administering volunteer background checks and references; compiling and mailing physical new-volunteer packets; mailing newsletters;

making new volunteer calls; generating volunteer and in-kind reports ; preparing materials for and supporting volunteers, volunteer meetings, orientations, trainings and events; purchasing office and meeting supplies; and providing general support for the volunteer programs.

- 10% Work with the Donor Database and Resource Development Operations Manager to upload volunteer data into Virtuous CRM. Assist staff with updating and maintaining volunteer position descriptions and on-line postings.
- 10% Support the Volunteer Services and Resource Development teams to build out volunteer opportunities for workplace groups. Partner with the Community Food Education program to streamline company opportunities to volunteer at the farm. Support the team on large giving days such as Days of Caring when companies may be present. Ensure companies are thanked and recognized for their donations of time and that any match paperwork is submitted.
- 5% Participate in program, department, and agency meetings, ARI work, and relevant trainings as required. Support the activities of the Volunteer Engagement Committee, including taking and distributing meeting minutes. Support departmental and program goals as needed.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

**Education and Experience:**

Requires one of the following:

- (a) Two years of administrative experience in a social service, community service or related office setting; OR
- (b) Associates degree and one year of administrative experience in a social service, community service or related office setting; OR
- (c) Any combination of education, experience, and measurable performance, which demonstrates the capability to perform the duties of this position.

**Minimum Qualifications:**

- Detail-oriented with strong organizational skills and ability to meet deadlines.
- Excellent communication skills, both oral and written.
- Highly proficient with MS Office software including Word, Excel, Publisher, Outlook; ability to interpret data to create reports and other informational materials. Experience with relational databases.
- Proven ability to accurately maintain contracts files and type 50 WPM.
- Proficiency and proven accuracy with data entry.
- Ability to work individually in a self-directed manner and enjoys working as a part of a team.
- Self motivated with the ability to problem solve and enhance work projects.
- Ability to prioritize and handle competing tasks under stressful conditions and to accept work assignments from multiple staff members.

- Experience working with people from a variety of racial, cultural, and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Ability and willingness to occasionally work evenings and weekends for the purposes of coordinating trainings and attending conferences and community meetings.
- Access to reliable transportation, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines

**Physical Demands/Working Conditions:** This position works in an office setting 95% of the time and off-site meetings and errands 5%. Employee spends 5% of office time in meetings, 5% of the time on the phone, 10% filing and other administrative projects and 80% of the time on the computer. Up to 40% of time may be supplanted by working from home in a virtual environment. Position requires employee to lift/carry 10-20 pounds occasionally and push/pull 20-30 pounds seldom, 5-10 pounds frequently. Position has the ability to sit/stand as needed.

**COVID-19:** Until further notice, Solid Ground will expect employees to have achieved fully vaccinated status against COVID-19. New employees must provide proof of full vaccination status to Human Resources before their start date. Employees who are approved for Medical or Religious exemptions must comply with weekly testing requirements.

**Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.**