



## Job Description

**Job Title:** Volunteer Services Data and Communications Assistant

**Department:** Equity and Community Engagement

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

**Supervisor:** Volunteer Services Manager

**FTE:** 1.0

**Status:** Non-Exempt

**Salary Grade:** 203

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Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

- 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 encourage staff to fully engage in those activities.

### Job Summary

This position coordinates data collection and, internal and external communications, and other administrative functions to support the objectives of Volunteer Services and fulfill the requirements of the Retired and Senior Volunteer Program (RSVP) and the Statewide Health Insurance Benefits Advisors (SHIBA) program.

### Essential Responsibilities, Duties and Tasks

**Data:** Oversee data collection and coordination for Volunteer Services, including but not limited to communicating with 50 plus site partners and programs to collect volunteer hours, accurately entering and tracking volunteer hours and other data into multiple databases, trouble-shooting data issues, developing and improving data management and reporting systems, generating reports,

updating, improving and presenting quarterly dashboard. Train data and communications support volunteers.

**Communications:** Provide overall communications coordination and support to the Volunteer Services team including maintaining internal Volunteer Services communications tools, keeping the Volunteer Services web pages and volunteer position descriptions up to date on the Solid Ground website and other websites; coordinating efforts to promote volunteer opportunities and Volunteer Services programs through social media and other avenues of advertisement; generating content, presenting information, preparing materials, providing copy editing, maintaining and generating mailing lists, supporting the distribution of Volunteer Services external communications including mass and automated emails, the RSVP newsletter, and volunteer recognition mailings; act as a liaison between the Volunteer Services and Communications teams to streamline content creation and editing processes for collaborative projects; work with the Communications and RD Teams to ensure alignment with overall Solid Ground communications processes and messaging, including streamlining efforts to support the volunteer to donor pipeline.

**Support:** Provide overall administrative support to the Volunteer Services team including 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; responding to volunteer inquiries via phone and email; supporting meetings and events; providing technical support and purchasing office and meeting supplies.

**Teamwork:** 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) High school diploma or GED. Two years of data entry and administrative experience in a social service, community service or related office setting; OR
- (b) Associate degree and one year of data entry and 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. Experience editing newsletters, websites and other content.
- Social media content development and posting experience.

- 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 such as Virtuoso.
- Proven ability to accurately maintain contracts files and type at least 50 WPM.
- Proficiency and proven accuracy with data entry, pulling data and reporting.
- 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. 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.

**Hours and Compensation:** This is a full-time, non-exempt, position starting at **\$21.84 per hour plus benefits**. Salary Range \$21.84-\$29.35. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

***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.***