

**INDIAN HEALTH CARE RESOURCE CENTER
VOLUNTEER SERVICE DESCRIPTION**

POSITION: **Clerical Support Staff**

REPORTS TO: Volunteer Coordinator

DEPARTMENT: Volunteer Administration

DATE: _____ APPROVED: _____

SERVICE SUMMARY

Primary responsibilities include the effective use of office experience that may involve filing, telephone reception, faxing, copying, and additional office related functions. Ideally, a candidate will have computer experience including Microsoft Office to assist staff with supplemental computer services, when needed.

ADDITIONAL RESPONSIBILITIES

1. Ability to be flexible in work performance
2. Ability to be multi-task oriented
3. Capacity for close attention to detail
4. Tasking with use of strong organizational skills
5. Works closely with administrative staff potentially in all areas of operations

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of Microsoft Office is preferred (Word, Excel and Outlook)
2. Ability to operate office equipment such as faxes, copiers and multi line telephones
3. Ability to maintain a friendly and helpful demeanor with incoming callers
4. Capacity for communicating effectively with a diverse staff / client base
5. Ability to provide support in a work environment where priorities change constantly

TRAINING AND EXPERIENCE

1. Office experience preferred
2. Computer usage skills preferred

PHYSICAL EFFORT

Much of the work involves standing or walking within the clinic.