

# Volunteer Services Assistant

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## Grade: 4

**Reports to:** Volunteer Services Manager  
**Job Status:** Non-exempt, Part-time

**Department:** Volunteer Services  
**Approval Date:** January 2019

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## Job Summary:

This position provides administrative support for South Carolina Aquarium volunteers. Duties broadly include data and file management, assisting with preparations for orientations and special events and being proactive in maintaining volunteer retention.

## Essential Functions:

- Follow the policies and procedures of the South Carolina Aquarium
- Assist with preparations for orientation sessions and workshops
- Facilitate and enhance communication between among departments and volunteers
- Contribute to a positive and engaging atmosphere for volunteers in which they feel support and appreciated
- Respond to new, unexpected, non-routine requests in a timely manner
- Maintain accurate records in volunteer database and facilitate regular reporting
- Process membership authorizations
- Conduct uniform inventories and order items as needed
- Assist with planning and execution of annual Volunteer Appreciation Night and other special events
- Maintain online volunteer resource library
- Support and contribute to a positive working environment
- Maintain strict confidentiality with Volunteer Services' and Human Resources' information

## Other Duties and Responsibilities:

- Support the mission and vision of the Aquarium by participating in Aquarium-sponsored programs and events on a regular basis
- Assist as needed with recognition programs

## **Knowledge, Skills and Abilities:**

- Demonstrated ability to manage multiple tasks simultaneously while producing high-quality work, meeting deadlines, and handling constant interruptions
- Superior computer skills including proficiency with Excel, Microsoft Word, creating spreadsheets
- Familiarity with or willing to learn Volgistics, the Aquarium's volunteer database system
- Excellent grammar and punctuation
- Accept positive/construction feedback, suggestions, and ideas
- Exemplary attention to detail
- Sincere desire to embrace diversity and inclusion of all members of society
- Sensitive to the differences and needs of individuals of various backgrounds, ages, abilities, etc. and able to communicate effectively and appropriately with all
- Seasoned verbal interpersonal skills
- Highly developed organizational skills
- Comfortable working in noisy, distracting environments
- Willing to work weekends and evenings as needed
- Quickly recognizes the humor in situations and keeps things in perspective
- Exhibits compassion and is approachable by volunteers and staff
- Possesses a strong teamwork ethic

## **Education and Experience Required:**

- High school graduation required
- Experience working in an office setting required
- Associate Degree in Office Management or Office Administration preferred
- Experience working with volunteers preferred

## **Licenses and Certifications Required:**

- Valid South Carolina driver's license

## **Supervision of Others**

- None

## **Physical Requirements and Working Conditions:**

Typical office environment with average walking, standing, bending, stooping, crouching, reaching, sitting, climbing (stairs), carrying up to 50 pounds. Computer and phone tasks required. Occasional travel and late nights required. Must be comfortable if/when exposed to reptiles, birds, aquatic animals, mammals, and other species.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.**

**The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term, or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.**