



Position: Shoreline Administrative/Volunteer Coordinator

Vision House is a 501 (c) (3) non-profit Christian transitional housing program for homeless men, women and their children. Vision House is committed not only to the families we serve but to our employees as well. As an organization, we encourage a healthy work-life balance because we value you and your family. We believe in Christ-centered integrity, helping and service, achievement, respect and teamwork.

Position Description: This position will serve as the Administrative “Hub” at our Shoreline facility responsible for greeting and directing visitors, handling incoming calls, and performing general administrative duties to support all staff. This person will also recruit and coordinate volunteers and volunteer driven projects.

Full Time, Non-exempt position (40 hours)

Rate: \$17-\$20 per hour DOE

Duties and Responsibilities:

Administrative

- Greet visitors to the facility, answer questions and direct them to the appropriate individuals.
- Answer phone and direct calls appropriately.
- Check phone messages and return calls or pass messages on to appropriate staff members.
- Respond to calls and inquiries for housing program information.
- Respond to inquiries about in-kind donations.
- Perform clerical duties including photocopying, scanning, faxing and mailing in support of all staff.
- Participate in monthly staff meetings and bi-monthly site meetings.
- Pick up mail each morning.
- Sort through incoming mail and deliver to appropriate parties.
- Photocopy financial donations and forward to VH Renton.
- Manage Office Inventory and purchase supplies.
- Assist program staff with monthly unit checks.
- Manage petty cash and gift card supply and reconcile monthly.
- Support residents with miscellaneous needs as requested by program staff.
- Support leadership and team with hospitality needs.
- General errands as needed.
- Other administrative duties as assigned to support program and child care staff.
- Prepare bank deposits.
- Support Shoreline Operations Manager as needed.

Volunteer Program

- Manage recruitment and orientation of volunteers then coordinate with agency staff to effectively and quickly place volunteers into appropriate positions.
- Supervise and train volunteers assigned where needed.
- Provide volunteer appreciation through cards, events, hospitality, etc.
- Support donor relations coordinator with donor-driven events when needed.
- Support development team with ambassador program.
- Write Volunteer Newsletter monthly.
- Keep volunteer records up to date for north end needs (VH Website, United Way, Volunteer Match and Christian Volunteering).
- Serve as service learning liaison to University of Washington for north end.
- Attend monthly Volunteer Association Network (V.A.N.) meetings.
- Keep track of volunteer records and hours in Donor Perfect.
- Give presentations at churches and businesses on behalf of Vision House as needed,
- Give tours of the Shoreline complex.
- Attend monthly Development Team meetings.
- Lead apartment refresh cleaning team during unit turnovers.
- Fulfill one volunteer professional training per year.

Required Qualifications

- High school diploma. Associate's or Bachelor's Degree preferred.
- Social Services background a plus.
- Computer literacy in Microsoft Office products: Outlook, Word, Excel.
- Publisher, PowerPoint and Database experience preferred.
- Knowledge of clerical and administrative procedures and systems such as filing and record keeping.
- Experience recruiting and supervising volunteers.
- Ability to operate standard office equipment, including but not limited to, computers, telephone systems, calculators, copiers and facsimile machines.
- Social Media experience preferred (Facebook, Twitter and Blogs).
- Excellent written and verbal communication skills.
- Ability to take direction and follow oral and written instructions from different departments and different managers.
- Ability to multi-task.
- Ability to problem solve and self-manage while assisting others in a crisis situation.
- Ability to prioritize and to be flexible.
- Ability to be professional, courteous and patient with individuals in crisis over the phone and in person.
- Must have a valid Washington State driver's license and proof of auto insurance.
- Ability to run local errands as necessary.
- Ability to lift 35 lbs.
- Ability to sit for periods of time and walk up and down two flights of stairs.

- Ability to pass background check.
- Ability to sign our Statement of Faith.
- Working knowledge of Christ-centered servant leadership.
- Ability to work well as part of a team as well as independently.
- Accounting or monetary reconciliation skills preferred.

Key Competencies

- Customer service orientation
- Teamwork
- Strong work ethic
- Can-Do attitude
- Integrity
- Attention to detail and accuracy
- Ability to see big picture in a complex system
- Flexibility
- Adaptability
- Communication skills - written and verbal
- Planning and organizing
- Prioritizing
- Multi-tasking
- Problem assessment and problem solving
- Information gathering and information monitoring