



Administrative Assistant Support

Time of day and schedule of the position	Monday-Friday, 9am-8pm (shifts will vary, but occur during this timeframe)
Duration of the position	Ongoing
Location of the position	Primarily South Minneapolis, but North Minneapolis as needed

A background check is needed for this volunteer position.

References are not needed for this volunteer position.

The goal of this volunteer activity is to provide a variety of clerical and customer service support, alongside staff, to ensure the efficient operation of the agency's programs and mission. General duties will include office support for Support Services, Mental Health Therapies, Family Home Visiting, and Early Education and Care.

Volunteers will be responsible for:

- Answering phones, taking messages, and redirecting calls
- Knowing basic information about the agency, programs, and staff to provide assistance and information to visitors and clients
- Obtaining information, fees, and forms from clients
- Helping clients schedule appointments and resolve conflicts
- Office duties, such as making copies, filing paperwork, and assisting with setup for meetings
- Use a computer for basic functions, such as word processing and data entry
- Other duties assigned on an as-needed basis

Requirements and qualifications: The position requires detail-oriented individuals who can function well as part of a team as well as independently in a fast-paced environment. Volunteers must be able to present a professional image at all times while working with a variety of people from diverse backgrounds. Volunteers should have excellent communication skills, customer service skills, and the ability to operate common office equipment after a tutorial by staff. Flexibility is important, as well as the ability to quickly access and deliver knowledge of community resources. Protecting client

confidentiality and maintaining respectful relationships with other individuals is key. Knowledge of a second language, such as Spanish, is desired, but not necessary.

For questions or inquiries, please contact the volunteer steward for this position at volunteer@thefamilypartnership.org.