

# VOLUNTEER POSITION DESCRIPTION

**POSITION TITLE:** Computer Assistant  
**ORGANIZATION:** 20 FSS/A1UN  
**CONTACT PERSON:** Charles Rupp  
**PHONE** 895-1641  
**WORK LOCATION:** Building # 1118  
**HOURS NEEDED:** 8 hours week  
**DAYS NEEDED:** Monday – Friday

## **VOLUNTEER DUTIES:**

1. Answer the telephone and assist customers
2. Schedule appointments for customers
3. Filing documents in files and personnel records
4. Pulling personnel records for walk in customers
5. using computer to complete tasks

## **SPECIAL REQUIREMENTS:**

1. Basic knowledge of filing procedures
2. Basic computer knowledge
3. General office skills
4. Good organizational skills
5. Excellent customer service skills
6. Exceptional telephone skills
7. Work well under pressure

## **TRAINING:**

1. Customer service training
2. Will train volunteer on basic office operations and computer equipment
3. One-on-one instruction as needed

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Signature of "Volunteer"

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Date

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Signature of Coordinator

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Date