



## **Administrative Volunteer**

This position is needed to assist in providing smooth operations at Heidi's Village. As one of the faces of our organization, the volunteer should be able to relay Heidi's Village mission and vision when asked.

### Duties include but are not limited to:

- assist the receptionist at the front desk with
  - answering phones
  - greeting customers
  - providing direction for people visiting our location
  - various other administrative duties
  - Accepting in-kind donations

### The ideal volunteer will possess the following attributes:

- Ability to take direction from staff and senior volunteers
- Willingness to learn new tasks
- Upbeat polite personality to greet guests that come into the building and call on the phone
- Ability to work with a diverse group of people
- Flexibility and willingness to assist with administrative duties where needed
- Ability to provide clear and concise information/direction to our visitors



### **Special Events Volunteer:**

This position will be ever changing as events arise. This volunteer will assist on the day of an event to ensure things run smoothly and help out where needed.

Duties include but are not limited to:

- Greeting attendees
- Answering questions
- Assisting with crowd control
- Assisting with set up and tear down of equipment
- Clean up after the event
- Training other special events volunteer (experienced)
- Handling animals (prior training required)
- Various other tasks

The ideal volunteer will possess the following attributes

- Upbeat and outgoing personality
- Able to work well with a diverse group of people
- Able to be flexible and help out as needed in other areas
- Able to relay information to groups of people in a clear and concise manner
- Able to be authoritative while also remaining polite
- Able to remain calm and upbeat in stressful situations

This position will be sporadic and only available when special events arise. As they come up volunteer opportunities will be posted and you will be assigned tasks as you sign up. Depending upon the area you sign up for, there may be bending, standing, walking, lifting, etc. In order to handle animals, you must have completed the basic training and animal handling training.