



Volunteer Position Description

Data Entry/Office Assistant Volunteer

<i>Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.</i>	
Work Location	18740 Highland Valley Rd, Ramona, CA 92065
Position Grade	3 ; background check includes Criminal Background, Social Security Number Verification, Motor Vehicle Check and Sex Offender Registry
Purpose of the Position	Provide administrative support to staff by helping with common office duties such as data entry, photocopying and answering phones
Volunteer Responsibilities	<ul style="list-style-type: none"> • Answer phones and field questions from the public about wildlife questions and issues • Enter data into the center's databases • Provide general administrative support including filing and photocopying • When possible and as needed, use own method of transportation to assist the center with off-site or remote tasks or projects
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 1; the work occurs in an office setting • Mental difficulty is level 3; requires strong communication skills and the ability to work independently and use good judgment • Emotional difficulty is level 3; volunteers will come into contact with or field calls about injured, orphaned or abandoned wildlife, which can be emotionally distressing
Expected Environmental Conditions	Workspace is an office environment
How Often Volunteers Work On-site	All work is performed on site
Orientation/Training	Orientation includes the following: history and tour of The Fund for Animals Wildlife Center (FFA), description of rules, overview of programs and volunteer opportunities. Volunteers should attend the orientation wearing closed, rubber-soled shoes. Volunteers will be trained on the particular aspects of their role.
Learning Opportunities	<ul style="list-style-type: none"> • Knowledge of The FFA and how the program area fits into the larger picture of animal protection • Develop or strengthen office, customer service and organizational skills • Exposure to the operations of a wildlife center • Knowledge of various animal species and wildlife issues
Position Start Date	Ongoing
Initial Minimum Commitment	At least 3 shifts/9 hours per month for a minimum of 100 hours. All hours may be completed in Office or via a combination of office, specialty activities, or service in other departments.
Scheduling Guidelines	Between the hours of 8 am and 6 pm
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> • Strong communication skills • Able to sit, bend and/or stand for the duration of the shift

	<ul style="list-style-type: none"> • Able to learn and demonstrate a familiarity with The FFA's programs • Able to understand The HSUS's policies and positions regarding animal protection issues and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS • Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation • Knowledge of local wildlife highly valued • Customer service or office experience helpful
Restrictions	<ul style="list-style-type: none"> • Must be at least 18 years old • Must have reliable transportation and arrive on time for shifts • Must wear closed, rubber-soled shoes • Must learn and follow all guidelines and policies of The HSUS and The FFA, and follow directions given by staff • Must submit the required paperwork and pass a background check before being assigned • Should have access to a computer and ability to login into an online volunteer communication site to receive updates • Current tetanus inoculation recommended
Tools/Equipment Provided (including Personal Protective Equipment)	Standard office equipment including a computer
Optional Tools/Equipment	n/a
Supervisor(s)	Director, The Fund for Animals Wildlife Center
Number of Concurrent Volunteer Openings	5 individuals
Additional Information	<ul style="list-style-type: none"> • The FFA cannot accommodate court-mandated community service. • Volunteers must comply with a strict protected-contact working environment, which means that volunteers may only make physical contact with domestic species or wildlife who are undergoing medical treatment.
Updated	12/24/2014