



Office Volunteer

Department: Wish, Operations, and Development

Scope of Position

Office volunteers provide invaluable support to our employees in the office. Though some tasks are time sensitive, we are happy to coordinate a schedule that maximizes your experience and adheres to your availability. Office Volunteers assist with phone call management, greeting our guests, and much more!

Key Responsibilities

- ★ Answer telephones, screen calls and distribute messages
- ★ Inform appropriate staff member when visitors arrive and direct visitors accordingly
- ★ Provide general clerical and administrative support, as requested
- ★ Prepare correspondence and documents for mailing
- ★ Assist staff in preparation for upcoming events or special projects
- ★ Manage information regarding volunteer, intern, and wish paperwork

This Position Is Right for You If...

- ★ You have knowledge of the Make-A-Wish mission, vision, values, and standards
- ★ You have strong communication skills
- ★ You have excellent customer service skills and are friendly and polite
- ★ You know clerical and administrative procedures
- ★ You can use printers/copiers, particularly manual-feed options (a plus, but not required)
- ★ You think that a stranger is just a friend you haven't met yet
- ★ You're complimented on your "phone voice"
- ★ You operate a business phone with extensions, transfers, and voicemails with ease
- ★ You're hospitable to visitors (getting coffee, water, showing where to sit)

Time Commitment

- ★ Varies depending on the tasks available. Office Volunteers will be briefed on expectations in advance.

Location

- ★ Make-A-Wish Southern Nevada office
- ★ Rare off-site travel may be requested in advance

For additional information, please contact our Volunteer Department at volunteers@snv.wish.org.

Training

- ★ Volunteer Orientation
- ★ Depending on the task, Office Volunteers are required to meet with a staff member for this opportunity to ensure capability of the primary responsibilities. Office volunteers will be given instruction and training on conducting daily operations such as telephone and printer operations.
- ★ Background check required