



Position Requirements

POSITION TITLE: Volunteer Administrative Clerk	DATE: April 2016
DEPARTMENT:	REPORTS TO: Department Head

Position Summary:

The Volunteer Administrative Clerk is an unpaid position as part of the Volunteer Program reporting to the department head. The main purpose of this position is to assist the department with basic clerical duties such as typing, filing, phone calls, updating spreadsheets, mailers, copying, organizing, emails and other related clerical duties. This position will also have involvement in company and community events.

Position Responsibilities:

Duty Hours: Monday through Friday: Varied Schedule as Available

I. Position Objective I: Administrative Tasks

- a. Prepare or update documents in Microsoft Office systems as requested.
- b. Copy and collate documents, prepare any requested packets.
- c. Sort and file documents as required as well as create new files as needed.
- d. Answer phones and return phone calls as needed.
- e. Assist department to stay neat and clean.
- f. Run errands if needed as related to the department.
- g. Participate in company and community events as needed.
- h. Other duties as assigned.

II. Position Objective II: General Corporate Expectations

- a. Attends Volunteer Orientation.
- b. Willingness and initiative to learn and take on new tasks while being proactive.
- c. Demonstrates awareness of, and compliance with, organizational mission and objective of UHC to provide health care access and support services for all members of the community.
- d. Maintains confidentiality and respect for information regarding patients and other team members; abides by UHC Rules of Confidentiality and general HIPAA regulations regarding privacy.
- e. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, and patients served, maintaining a professional appearance and positive image for the health centers.
- f. Other work-related duties as assigned by supervisor. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally either verbally or in writing.
- g. informally either verbally or in writing.

Qualifications:

- Must be at least 16 years or older and have a sincere interest in a health career path.
- Must have at least one year previous office experience with similar duties.

Skill Requirements

- Ability to understand an alpha numeric filing system.
- Good Strong computer skills (especially Outlook, MS Word and MS Excel)
- Excellent customer services (in persona and over the phone)
- Able to handle multiple tasks simultaneously
- Ability to accept and follow detailed directions.
- Sense of responsibility and dependability.
- Able to quickly build and maintain rapport with others.
- Ability to communicate in a friendly cooperative manner.

- Ability to work independently with minimal supervision.
- Ability to work with staff as a partner, not an adversary.
- Ability to carry out assignments and follow through on requests/concerns.
- Ability to honor patient confidentiality.
- Bilingual (English/Spanish) preferred, but not required.

Physical Requirements

- Must be able to lift up to 20 pounds and push up to 50 pounds (on wheels).
- Has ability to speak clearly in order to communicate information to patients and staff.
- Must be able to read memos, computer screens, personnel forms and clinical and administrative documents.
- Must have high manual dexterity.
- Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn.
- Must be able to stand for prolonged periods of time.

<i>Signature:</i>	
<i>Print Name:</i>	<i>Date:</i>