Program Volunteer, In Office

Position Description
The Program Volunteer facilitates our client intake process and overall administrative needs to keep RTSF agile and responsive. This vital role enables RTSF to serve clients, effectively and efficiently. Your efforts inputting applications, conducting phone screenings with applicants, and documenting their needs helps us serve San Francisco's most vulnerable population and gives you an opportunity to have meaningful conversations with San Francisco residents who appreciate a caring ear.

Office Tasks
- Inputting Applications
- Conducting Phone Screens
- Documenting Needs
- Client Correspondence
- Drafting Impact Stories
- Collecting & Inputting Data
- Answering the Phone
- Organizing Resources

Example Projects
- Working with potential and existing clients
- Scheduling repairs with clients and installers
- Pulling together mailings
- Writing articles for our monthly newsletter
- Providing content for social media posts
- Updating our website

Responsibilities
- Participate in client intake process by inputting application and project information into Salesforce
- Perform script-based phone screen interview with our clients, gathering additional information
- Make preliminary recommendations about level of need/how RTSF staff can best assist clients
- Clear communication with RTSF team members and external stakeholders
- Carry out basic clerical duties, such as filing and mailings

Qualifications
- Basic computer skills, required
- Familiarity with Salesforce, a plus but not required
- Relationship-building skills
- Interest in client case management
- Detail-oriented with administrative and organizational Skills
- Autonomous, self-sufficient worker
- Ability to roll up sleeves and assist with evolving tasks and shifting priorities
- Willingness to see projects through to completion

Training & Support
- Volunteer Orientation
- RTSF staff support, ongoing

Time Commitment
2-3 hours a week during our regular office hours of Monday – Friday, 9am to 5pm for a minimum of a six month time period. We can be somewhat flexible with this if you need a different arrangement; don't hesitate to let us know.

Benefits
- Helping senior citizens, people with disabilities, and fixed-income individuals with critical home repairs
- Become a proficient Salesforce user or improve existing skills
- Shared camaraderie with RTSF team members and fellow office volunteers
- Gain case management experience

Contact
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