



Volunteer Position: Administrative

Revised: December 2023

General Responsibilities:

Provides office and clerical support for Tri-County Office on Aging.

Essential Volunteer Functions:

(Reasonable accommodation will be provided, if necessary, for individuals with disabilities who can perform the essential job functions.)

- Provides clerical support for Tri-County Office on Aging. Duties include, but are not limited to, data entry, proofreading, copying scanning, processing mail, phone calls to participants, vendors, and community partners, shredding, and filing.
- Examples of job functions listed do not include all tasks which may be found in this position. Duties and responsibilities may be added, deleted, or modified at any time.

Knowledge, Skills, and Abilities:

- Commitment to the organization's mission and goals.
- Ability to maintain confidential information regarding all aspects of participant, volunteer, and agency information.
- Ability to work independently or as part of a team.
- Ability to communicate effectively and establish good relationships with staff, participants, volunteers, and vendors.
- Ability to represent the Agency in a professional manner.
- Must be able to adjust priorities to meet deadlines in a timely manner.
- Ability to meet department standards regarding job knowledge, participant focus, initiative, productivity, communication, teamwork, and attendance.

Working Conditions:

- The work environment is a typical office setting. Safe work practices regarding office equipment, avoiding trips/falls, and fire regulations are required.
- Physical mobility is required for sitting, walking, standing, bending, and lifting/holding/carrying objects of up to 40 pounds. Ability to enter and access information using a computer. Must be able to communicate effectively with participants, other volunteers, and vendors in person and over the telephone.
- Sensory requirements include exposure to uniform temperatures, conversational noise levels, and everyday office activities.
- Mental requirements include the ability to handle varying levels of stress.

5303 S. Cedar Street, Suite 1, Lansing, MI 48911-3800
Telephone 517.887.1440 • Toll Free 1.800.405.9141
Fax 517.887.8071 • tcoa.org





Health Insurance Portability and Accountability Act (HIPAA):

All volunteers who have access to protected health information or personally identifiable information, are required by the HIPAA Privacy and Security Rule to receive training so that they have an understanding and knowledge of the Privacy and Security Rule that corresponds to their duties. Training on the requirements of the HIPAA Privacy and Security Rule and the policies and procedures is a prerequisite for this position. Employees and volunteers who violate the requirements of the HIPAA Privacy and Security Rule will be subject to discipline up to and including losing volunteer privileges.

Reports to:

Person in Charge

Volunteer Location:

Varies

Base Work Schedule:

Flexible shifts will be scheduled during open office hours, Monday – Friday, 8:00 am to 5:00 pm EST.

Volunteer Signature

Date

TCOA is an Equal Opportunity Employer

5303 S. Cedar Street, Suite 1, Lansing, MI 48911-3800
Telephone 517.887.1440 • Toll Free 1.800.405.9141
Fax 517.887.8071 • tcoa.org

