

**City of San José**  
**Department of Parks, Recreation & Neighborhood Services**  
**Volunteer San José!**  
**JOB DESCRIPTION**

**Job Title:** Office Volunteer

**Supervisor:** Office Specialist or Gerontology Specialist

**Length of Commitment Desired:** 1 year+

**Dates volunteer is needed:** From \_\_\_\_\_ to \_\_\_\_\_

Hours: 9:00am to 1:00pm, or 1:00pm to 5:00pm, Monday through Fridays

**Location of volunteer work (address):** At most Senior Centers and Community Centers with a Senior Program, at Office on Aging

**Duties:**

- Answering phones, helping customers or participants with questions
- Cash handling- purchases for Bart, Flash passes, Boutique sales, special events etc.
- Sign up participants for appointments such as SALA, Tax Counseling, HICAP, Home Owners and Renters Assistance etc.
- Verify appointments
- Light filing, tracking attendance, stuffing envelopes (mailing)

**What is fun and meaningful about this job?** Meeting a diversity of people and offering participants/ customers information about the City services.

**Desired Qualifications:**

The volunteer must:

- Must be customer service oriented, people person
- Able to Multi task, and prioritize needs at the volunteer desk
- Able to handle money transactions, cash or checks.
- Have common sense
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**Minimum Age Requirement:** Age 18 or better. Seniors are encouraged to apply.

**Training:**

- Hands on training answering the phone, signing up participants
- Cash handling
- Information and Referral training

**Number of Volunteers Needed:** Depends on individual centers. Call individual centers/ programs as to available days and hours.

**Comments/Other:**

**Last Update:**\_\_\_\_\_

**Who updated:**\_\_\_\_\_