

Job Title: **Volunteer Services Representative**
Full-Time (Non-exempt)/40 hours per week

Objective: The objective of the Volunteer Services Representative is to assist the Volunteer Services department by performing basic functions with a high level of completeness and accuracy, milestone statistics and, field personnel reports.

Reports to: Website & Publication Manager

Supervises: None

Spiritual & Other Qualifications

- Person of Prayer; willing to participate in daily devotions
- Teachable spirit; person of spiritual maturity and committed to spiritual growth
- Adherence to ISI's Statement of Faith and Moral Conduct Policy
- Detail oriented; good public contact and communications skills, both verbal and written
- Good problem-solving and judgment skills; ability to perform multiple, simultaneous tasks
- Ability to work in paperless environment; ability to meet deadlines; project oriented; ability to follow through with tasks until completion; ability to be discreet with confidential matters
- Customer-service oriented with dedication to ISI staff and other constituents
- An encourager; enjoys and is energized by phone/email contact with others.

Educational/Experience Qualifications

- Volunteer Services
 - a) High school education is required; a two or four-year college degree or a minimum of three years of work or ministry experience which encompasses the essential skills described below preferred
 - b) High proficiency in Microsoft Office suite
 - c) Formstack and Constant Contact experience preferred
 - d) Demonstrated work experience in administrative, recruiting, volunteer management, and analytical fields.

Responsibilities

1. Fields incoming inquiries to ISI offering a friendly, supportive voice and spirit.
2. Always maintains a service mentality toward the ISI volunteer constituency. Facilitates contact between students and staff/volunteers in unstaffed areas in response to inquiries. Assists with international student transfers or global contacts.
3. Oversees Professions of Faith database and sends out materials when appropriate.
4. Receives, logs, and processes monthly field staff members' statistics, narrative ministry reports, and student testimonies and creates/publishes the National Staffed and Unstaffed Statistics report and other reporting highlights on a monthly and annual basis to management.

5. Responds to registrations on www.internationalstudents.org, and the Volunteer Services website and forwards them to staff and partners, when appropriate.
6. Utilizes databases in order to update other critical numbers and contacts, including maintenance of international student statistical reports and Open Doors data on the locations and distribution of international students in the U.S. and web-based databases on similar information overseas.
7. Filters data to appropriate departments from ISI Field mailbox and field reports as well as testimonies and stories. Facilitates the communications flow between the Home Office and field staff members through the ISI Field mailbox.
8. Maintains contact with volunteers in unstaffed areas on a predetermined schedule, including preparation and emailing of a quarterly volunteer newsletter and the volunteer list serve.
9. Performs background checks on new volunteers.

Other Duties

- Provides coverage for the receptionist functions whenever scheduled to do so
- All other duties as assigned.