

# HEARTS & HORSES

*Therapeutic Riding Center*



*est. 1997*

## Job Description

**POSITION TITLE:** Administrative Volunteer

**REPORTS TO:** Office Manager

**CURRENT AS OF:** July 2021

**POSITION SUMMARY:** Responsibilities include greeting and welcoming everyone that comes on property, answering phones, and providing support to the Office Manager and other staff. The ideal candidate should have excellent oral and written communication skills, be able to organize their work using tools like MS Office and Google Docs, and have a basic knowledge of office equipment. If you also have previous experience as a Secretary or Executive Administrative Assistant and familiarity within our industry, we'd like to meet you. Ultimately, a successful Admin Assistant should ensure the efficient and smooth day-to-day operation of our office.

### JOB DUTIES

- Answer and direct phone calls and provide general support to visitors
- Act as the point of contact for internal and external clients
- Write and distribute email, correspondence memos, letters, faxes, and forms
- Generate Thank Yous to donors
- Provide support as needed for administrative duties, such as mailings, photo copying, filing, data processing, fundraising, and special events.
- Work as a team with staff and volunteers.

### QUALIFICATIONS

- **Time Commitment:** Be able to commit consistently to at least one shift a week of at least 4 hours a shift.
- Able to frequently sit, stand, walk, bend and lift up to 50 pounds.
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers and fax machines
- Proficiency in MS Office (MS Excel and MS Word), Google Chrome/Docs/Sheets
- Knowledge of database systems such as Salesforce
- Excellent time management skills and the ability to prioritize work
- Strong organizational skills like attention to detail, multitasking and problem solving
- Excellent written and verbal communication skills

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and/or skills that may be required. Hearts and Horses holds the right to terminate volunteers if not meeting requirements and responsibilities set forth in this job description, or if a volunteer violates the volunteer policies or code of ethics.

*2013 Non Profit of the Year • A PATH Intl. Premier Accredited Facility*

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