



Island Senior  
Resources

## JOB DESCRIPTION

<b>PROGRAM / DEPT:</b>	Volunteer Services/Medical Transportation
<b>TITLE:</b>	<b>Office Assistant</b>
<b>REPORTS TO:</b>	Manager of Volunteer Services/ Medical Transportation
<b>LOCATION:</b>	<b>Langley, WA (Bayview area)</b>
<b>FLSA STATUS:</b>	Non-Exempt, 16 hours per week
<b>SCHEDULE:</b>	<b>Part-Time; 2 days per week</b>
<b>WAGE:</b>	<b>\$18-20/hour DOE</b>
<b>TO APPLY:</b>	<p>Send application, resume, and cover letter in a single PDF to:  <a href="mailto:susan@islandseniorservices.org">susan@islandseniorservices.org</a>            *Applications received without the three required documents will not be considered.            Link to application is here:  <a href="https://www.islandresources.org/ISR-Employment-application-1.pdf">ISR-Employment-application-1.pdf (senior-resources.org)</a></p>
<b>DEADLINE:</b>	<b>Thursday, September 15, 2022</b>

- Please carefully review this job description for minimum requirements and qualifications
- For question regarding the position or application you may call: 360-321-1600

**ABOUT OUR ORGANIZATION:** Island Senior Resources provides essential resources for seniors and adults with disabilities, their families, and caregivers, throughout Island County. ISR is the only private nonprofit in northwest Washington that provides the array of resources we do. For more information about our programs and services visit: [www.senior-resources.org](http://www.senior-resources.org).

**Our Mission:** To provide resources that enhance the emotional, social, and physical well-being of seniors, adults with disabilities, and those who care for them.

**Our Vision:** Island Senior Resources envisions strong communities where seniors, adults with disabilities, and those who care for them are valued, heard and seen, care for and about, afforded respect, treated with dignity, and supported to live their best life.

**Island Senior Resources is an independent nonprofit 501(c)(3) that has been serving Island County since 1972. It is not an agency of local, state, or federal government. Island Senior Resources is the trade name for Senior Services of Island County. We are only partially funded by government sources.**

Island Senior Resources is an Equal Opportunity Employer and does not and shall not discriminate based on race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.



**POSITION SUMMARY:**

This position will assist the Manager of ISR's Volunteer Services and Medical Transportation Program, to include direct client interface, answering questions, and scheduling transportation. Assist in the maintenance of client files and volunteer driver files.

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**ESSENTIAL JOB FUNCTIONS:**

Specific responsibilities may include:

- Provide office coverage in the absence of the Manager
- Receive and log incoming calls for medical transport and essential services
- Assist in scheduling volunteers to fulfill medical transport requests
- Assist with the maintenance of client and volunteer files to include data entry and reporting
- Perform other duties as assigned

**QUALIFICATIONS:**

***Minimum Education/Experience***

- High School graduate
- Relevant experience can substitute for education
- Two years of experience working in an office environment

***Knowledge, Skills and Abilities***

- Demonstrated skills in interpersonal communication including interviewing, problem-solving, and advocacy
- Able to effectively interact and communicate consistently throughout the day with people in difficult situations
- Must be empathic and engage with people from all socio-economic levels
- Must maintain confidentiality of information including personal client information and financial records
- Ability to develop and maintain effective working relationships with clients and volunteers
- High level of attention to detail
- Must have experience with computers and various computer software programs including Microsoft Teams, database software, and email
- Must show a willingness to learn and master new responsibilities

***Special Requirements***

- Ability to successfully pass a background check



**WORKING CONDITIONS & PHYSICAL REQUIREMENTS:**

This is an in-office position located in ISR's Bayview Senior Resource Center, Langley, WA. Working remotely is an option once job functions are comfortably mastered. This position is for two days per week, preferably Thursday and Friday, and occasional vacation coverage for Manager. Additional work hours may be required during monthly reporting, or to accommodate special meetings, or attend other events.

Sufficient mobility is required for movement throughout the office and for the use of standard office equipment such as computers, telephones, files, copier, and calculator. Lifting a minimum of 30 pounds (computers, reports, records, and so on) might be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

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