



Oklahomans for Equality

Job Title: Volunteer & Resource Specialist

Supervisor: Deputy Director

JOB PURPOSE: The Volunteer & Resource Specialist is responsible for ensuring robust volunteer and referral resources as well as interfacing with a wide diversity of clients and customers seeking recommendations and assistance. This is an externally facing position with the expectation of professionalism, relationship building, ability to work well with others and follow-through.

SKILLS and KNOWLEDGE:

Required:

- HS Diploma or GED
- 2+ years of proven success in administrative role
- Patience and empathy for working with the general public, especially clients in need
- Initiative and problem-solving skills
- Excellent internal and external communication skills

Preferred:

- Associate Degree, Certificate (or equivalent) in office administration or related field
- Past public or nonprofit social service experience
- Bilingual (English/Spanish or ASL)

PRINCIPLE ACTIVITIES AND ESSENTIAL FUNCTIONS:

- Coordinate front desk administrative operations including multi-phone line system, MS Office Suite, data capturing via iPad sign-in, volunteer support and scheduling, and retail store oversight
- Train and support volunteer staff for front desk and center programming
- Work the front desk when volunteers are not available
- Interface directly with clients seeking resources and referrals
- Develop expertise in the local and national nonprofit and social service safety net landscape as well as the particular needs of 2SLGBTQIA+ community members
- Update and expand our in-house directories of resources to ensure they are current and relevant
- Assist in staffing presence for special events and programs
- Conduct tours for visitors at the Dennis R Neill Equality Center and share mission of the organization
- Demonstrate ability to establish priorities, work independently, and proceed with objectives with or without supervision
- Other general office support as requested

PHYSICAL REQUIREMENTS:

1. High level of concentration and aptitude for learning wide variety of program information and new computer applications
2. Ability to effectively use a computer for research and communication
3. Ability to stand or sit and maintain alertness for several hours at a time
4. Physically able to sit at a computer station for extended periods of time
5. Ability to speak distinctly and to hear in order to communicate with customers and staff on the phone or in person
6. Patience to deal with 5 or more people at the same time
7. Sound judgment and problem-solving skills for dealing with daily issues in a variety of situations
8. Ability to work in a fast-paced, ever-changing environment
9. Ability to work occasional evenings and weekends