

CANOPY CENTER

CLIENT SERVICES ASSISTANT



Program/Administration	Admin		
Location	2445 Darwin Road, Ste. 15, Madison, WI		
Volunteer Title	Client Services Assistant		
Reports to	Marti Ager	Title	Associate Director

Type of Position <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Limited-term Employee <input type="checkbox"/> Intern <input checked="" type="checkbox"/> Volunteer	Time Commitment One regular 3-hour shift per week, scheduled according to availability and program needs. Minimum 4-month commitment.
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AGENCY VISION AND MISSION

Our vision is to give every person an opportunity to have a voice in identifying and addressing their needs; and to provide social connections, to fully develop their sense of self and community.
 Our mission is to help strengthen families and support children, teens, and adults impacted by trauma and adversity.

POSITION SUMMARY

Client Services Assistants provide a warm, welcoming presence to make clients feel comfortable when they enter our office. Their main task is greeting and directing visitors and clients as they come in – making sure they are situated, that the appropriate staff is notified, and providing refreshments. Assistants are also responsible for answering and directing phone calls, maintaining a clean and sanitary waiting area, and assisting with administrative and fundraising projects as needed.

QUALIFICATIONS

- Must be at least 18 years old with a high school diploma or G.E.D.
- Complete a volunteer application, clear a background check, and attend a volunteer interview.
- Go through a brief training for the position.
- Ability to work with a diverse population.
- Ability to maintain confidentiality and objectivity.
- Access to reliable transportation.
- Warm, friendly demeanor and positive attitude.

Preferred Knowledge and Skills

- Bilingual volunteers are strongly encouraged to apply.

DUTIES

- Greeting and directing office visitors.
- Attend to concerns and requests of clients as needed.
- Answering phone calls.
- Maintaining the waiting area.
- Other office projects as needed.

TIME COMMITMENT

- Minimum 4 month commitment.
- A minimum of 1 weekly (3-hour) recurring shift.

POSITION BENEFITS

- Opportunity to serve families and parents who depend on our agency for support.
- Learn about the non-profit and human services field.

TO APPLY

- Visit our website: www.canopycenter.org
- Or Contact: volunteercoordinator@canopycenter.org