

JOB TITLE: Public Services Staff Member
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 0.5 FT, Hourly Wage Starting \$14.65, Non-Exempt
BENEFITS: Per Collective Bargaining Agreement
REPORTS TO: Public Services Manager
LAST UPDATED: September 13th, 2019



JOB SUMMARY:

You will work in several high-energy, high-volume service areas which support a broad range of educational, volunteer, hardware grant, and sales activities. This position is represented by a union, and application for union membership is mandatory upon hire.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Train, oversee, schedule, coordinate, and motivate volunteers
- Process financial transactions including fees, donations, and sales
- Ask donors for financial contributions to support Free Geek's mission
- Build awareness of Free Geek's programs with visitors and volunteers
- Lead volunteer orientation tours
- Support high levels of volunteer retention, growth, and satisfaction
- Oversee and train volunteer interns
- Demonstrate high standards of service for all volunteer, donor and customer interactions in person, on the phone, in email, or online
- Effectively communicate policies and provide a safe and welcoming service environment for individuals of all abilities/experience
- Maintain accurate records and protect all private information
- Answer questions and forward complaints through appropriate channels
- Achieve stated performance goals and recommend improvements to procedures and policies
- Participate in the maintenance of an accurate, attractive and effective lobby area, including information that is on display for visitors
- Support the operations of Free Geek's Hardware Grants program
- Actively participate with other staff in keeping areas in line with Free Geek philosophy and capabilities
- Other duties as assigned

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Passion for the work and mission of Free Geek
- Ability to maintain a calm, positive and professional attitude at all times

- Aptitude for overseeing, instructing and positively influencing the energy level of others
- Customer service experience
- Previous volunteer or community service experience
- Ability to consistently follow policies and procedures
- Exceptional organizational skills and attention to detail
- Proficiency with using standard office software
- Aptitude for handling money and operating a cash register
- Ability to lift and carry up to 50 pounds on a regular basis
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Self-assured in your ability to ask questions
- Dependably work without direct supervision on a regular basis
- Ability to remain flexible about duties and expectations as Free Geek grows and changes
- Demonstrated interest in learning and training opportunities

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English
- Demonstrated confidence and competence working with diverse populations
- Long term customer service experience
- Fundraising and/or canvassing experience
- Demonstrated experience creating effective, eye-catching outreach materials
- Experience working with CiviCRM, Salesforce or equivalent Customer Relationship Management software
- Previous Free Geek work or volunteer experience