

# People & Animal Learning Services (PALS)

## Office Assistant Job Description

The **Office Assistant (OA)** will assist the Executive Director and Director of Operations in numerous daily recurring tasks including daily/weekly volunteer scheduling and communications, client & volunteer paperwork filing and data-entry, processing of donations and donation acknowledgement as well as maintenance of accurate donor database entries.

**Qualifications:** Must be at least 20 years of age, have excellent communication and organizational skills, familiar with Microsoft Office products and Google Docs, able to learn new software quickly. Must have some experience in a customer service-type role. High School diploma or equivalent required. Preferred applicants will have some experience in a position that required attention to confidentiality such as the medical field or educational setting.

**Hours:** 20 hours per week. Monday – Friday suggested hours 8:30 – 12:30; some flexibility

### Job Responsibilities:

- Will serve as receptionist responsible for answering incoming phone calls and answering questions and/or transferring call to appropriate staff member.
- Work with Program Director and Lead Instructor to schedule specific volunteers into each timeslot for each term based on the specific clients we are serving.
- Ensure that daily therapeutic riding sessions are fully staffed with volunteers by fielding cancellation phone calls/emails and scheduling in substitute volunteers.
- Enter all client data and volunteer data into database.
- Process all gifts/donations, preparation of gift acknowledgment letters, and maintenance of accurate donor records in database.
- Assist with annual appeals letters, fund-raising even letters, and other marketing/communication-related tasks as needed.

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