



# Volunteer Resource Center

UNIVERSITY OF COLORADO **BOULDER**

**A SERVICE OF CU STUDENT GOVERNMENT**

## Volunteer Resource Center Student Assistant Position Descriptions Spring 2021

**Mission:** The Volunteer Resource Center (VRC) fosters a culture of service by connecting CU Boulder to engagement opportunities that positively impact our communities. Through an educational framework of equity and inclusion, we develop socially responsible student leaders who understand, advocate for, and provide services to meet campus and community needs.

### **What is required:**

- Must be a full time, fee paying undergraduate or graduate student, work study is not required but helpful
- Be available to work 1 week prior to the start of the fall semester, and 1 week in the spring (under normal operations; subject to change due to COVID-19 impacts)
- A positive attitude and a drive to make change in our communities
- Ability to represent the VRC in alignment with our mission to create a culture of service on campus
- 3 semesters remaining at CU Boulder, 10-12 hours of availability weekly (graduate student exception)

### **What we'd like you to have:**

- Experience volunteering with a community based organization
- Commitment to ongoing learning about community needs, nonprofit organizations, and equity and inclusion issues as they relate to volunteerism.
- Passion and commitment for social change, social and environmental justice
- Great customer service skills and previous experience providing customer service of any kind
- Experience utilizing Google Suite and Microsoft Office Suite
- Strong proactive problem solving skills and experience taking initiative
- Amazing communication skills which include communicating in person, on the phone, and over email in a professional manner
- Ability to be punctual and timely to events, work shifts, and trainings
- Ability to engage with a diverse group of students, staff, faculty, alumni, and community organizations

### **What you will get from working at the VRC:**

- Extensive training on a variety of critical knowledge and skills for future employment opportunities
- Customer service experience with resourcing and referring students to various organizations
- Ability to lead and manage volunteers
- Flexible schedule and a fun environment
- Experience with planning and implementing service projects
- \$12.32 starting hourly wage

### **Shared VRC Responsibilities:**

- Engaging students, staff, and faculty across campus to inform them about VRC programs and events through presentations, tabling, chalking, word of mouth marketing, flyering, and more methods
- Assist students who come into the VRC in search of volunteer opportunities
- Participate and assist with VRC events
- Check and respond to email accounts in a timely manner
- Ask questions and clarify areas of concern for understanding
- Open and close the VRC office in alignment with expectations
- Other duties as assigned

**Job Duration and Hours:**

- March 22nd through May 7th, 5-7 hours/week
- Fall 2021 and continuing, 10-12 hours/week
- Summer work may be available but not guaranteed

**Hourly Wage**

- \$12.32 starting hourly wage

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## **Position Specific Requirements**

Please read each position requirements to understand the individual requirements and job function of each role as they are different and unique

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### **Alternative Breaks Assistant**

**What we would like you to have:**

- Excitement for the CU Alternative Breaks (AB) program and ability to create a fun environment
- Lead with the value of the Eight Components of a Quality Alternative Break and the Active Citizen Continuum from Break Away
- Detail oriented and ability to plan events and service projects
- Strong communication skills (over the phone, video conferencing, in writing, and in person)
- Previous experience as a participant and/or Site Leader on an Alternative Breaks trip

**What you will be doing:**

- Work with the Alternative Breaks Coordinator to plan, coordinate, and implement the CU Alternative Breaks program, including Spring Break and Weekend Break Trips
- Recruit and retain Site Leaders and participants through a variety of marketing and communication strategies
- Communicate information in an accurate and timely manner with multiple different recipients, including Site Leaders, participants, and Community Partners
- Assist the AB Coordinator in planning and organizing bi-weekly Site Leader training, every other Wednesday from 4:00-6:00pm
- Plan and implement large scale AB events, which includes Site Leader Retreat(s), Reveal, Send-Off, and Reorientation
- Maintain accurate and detailed records of participant applications and forms

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### **Communication and Social Media Assistant**

**What we would like you to have:**

- Ability to effectively communicate messages, programs and services through written word
- Previous experience writing and editing social media content on Facebook, Instagram, and Twitter for an organization or group

- Experience with utilizing social media analytic tools
- Availability to attend various campus and VRC events to capture content

**What you will be doing:**

- Designing, updating, and capturing content for VRC social media channels
  - Effectively representing the VRC in an engaging and professional manner in all forms of communication
  - Creating new and engaging social media posts, newsletters, videos, and more
  - Assisting with updates to the website when needed
  - Collaborating with VRC staff to design messages and content for channels
  - Become familiar with student organizations and departments on campus to network and share content across channels
  - Willingness to put yourself out there to interview, record, and document VRC programs and services to share with the campus and Boulder community
  - Writing content about our events and programs for a large campus audience
  - Designing and disseminating the VRC newsletter
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**Feed the Stampede Assistant**

**What we would like you to have:**

- Passion and commitment for supporting CU students with food assistance, learning about social change, as well as social and environmental justice
- Great customer service skills and previous experience providing customer service
- Strong communication skills (over the phone, video conferencing, in writing, and in person)
- Ability to effectively communicate messages, programs and services through written word
- Strong experience with Google Suite
- Ability to engage with a diverse group of students, staff, faculty, alumni, and community organizations

**What you will be doing:**

- Assist and support Feed the Stampede, CU Boulder's food assistance program
  - Sit on the CU Feed the Stampede Steering Committee as a representative for the student voice
  - Track and reply to requests from students for food assistance via email, phone, or in person
  - Plan and implement with supervision various food assistance events including mobile food pantries, Buff Pantry, advising campus organizations on food drives, and assisting with the Swipe It Forward meal card donation program
  - Assisting with fundraising and outreach efforts to support the programs and services of Feed the Stampede
  - Engage in outreach across campus to inform students, staff, and faculty about food assistance resources
  - Support relationships with community organizations to coordinate food assistance resources for the campus community
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**CU Serves Assistant**

**What we would like you to have:**

- Excellent customer service skills and previous experience in a customer service environment
- Strong communication skills (over the phone, video conferencing, in writing, and in person)
- Experience volunteering and/or enthusiasm for connecting students with service opportunities
- Comfortable engaging in conversations with peers and presenting information to peers
- Commitment to ongoing learning about community needs, nonprofit organizations, and equity and inclusion issues as they relate to volunteerism
- Commitment to providing clear and up to date information about volunteering to students as community needs change
- Ability to follow instructions, ask effective questions, take notes, and actively seek out information in the moment as needed
- Previous experience planning service projects is preferred

**What you will be doing:**

- Managing official partnerships while engaging in outreach to on-campus and non-profit community partners in the area through email, phone, and in person visits
- Reviewing applications, intaking applicants, identifying skills and placing students with on and off campus community partners for the duration of the placement agreement
- Providing referral information about volunteer opportunities to peers at CU Boulder
- Facilitate weekly presentations for students with court ordered service requirements while keeping information confidential
- Maintaining accurate records of volunteer opportunities and an ongoing knowledge of where students can volunteer on the Volunteer Calendar and Volunteer Database

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## **Feed the Stampede Graduate Student Assistant Job Description**

**Definition of Food Insecurity** - Lack of access to affordable, nutritious, and culturally relevant food, in a quantity that supports the active and healthy lifestyle our students need to be successful.

**Vision** - All CU students have access to affordable, nutritious, and culturally relevant food, in a quantity that supports student health, wellness, and academic success.

**Mission** - In order to alleviate the barriers of food insecurity, our group is dedicated to providing services, referrals, and education so that CU Boulder students can thrive academically.

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**What you will be doing:**

- Assist and support the administrative functions and events of the Feed the Stampede program, which includes the following:
  - Operational oversight of food orders and deliveries
  - Supervision of undergraduate student assistants and volunteers
  - Assist in the creation and implementation of a high impact volunteer program
  - Inventory tracking
  - Planning Mobile Food Pantry events, overseeing logistics and management of distributions

- Support for fundraising and outreach efforts to secure additional funding for programs
- Swipe It Forward, meal swipe donation program management
- Food Drive coordination with campus and community partners
- Track and reply to requests from students for food assistance
- Support relationships with community organizations including nonprofits, city and county governments
- Engage in outreach across campus to inform students, staff, and faculty about the food assistance resources
- Manage the food assistance email account and respond accordingly to requests and referrals

#### **What is required:**

- Applicants must be a full time, fee-paying graduate student, work-study is not required but helpful
- Knowledge of food insecurity and basic needs resources on campus and in the community
- Prior supervisory experience of undergraduate students and/or volunteers
- 3 semesters remaining at CU Boulder, 20 hours of availability weekly
- Availability to work throughout the year, with the exception of academic breaks

#### **What we'd like you to have:**

- Experience working or volunteering with a food assistance organization
- Passion and commitment for supporting CU students with food assistance, learning about social change, social and environmental justice
- Strong, proactive problem-solving skills and experience
- Prior event planning experience would be an asset
- Great customer service skills and previous experience providing customer service of any kind
- Amazing communication skills which include communicating in person, on the phone, and over email in a professional manner
- Ability to track, assess, and demonstrate success for programs and services
- Ability to keep sensitive information secure and confidential
- Experience utilizing Google Suite and Microsoft Office Suite
- Ability to be punctual and timely to events, work shifts, and training
- Ability to engage with a diverse group of students, staff, faculty, alumni, and community organizations

#### **What you will get from working at the VRC:**

- Extensive training on a variety of critical knowledge and skills for future employment opportunities
- Experience with outreach and engagement while collaborating with a variety of departments across campus
- Coaching and mentoring from Professional Staff
- Community partnership engagement and knowledge of nonprofit landscape
- Ability to lead and manage volunteers
- Flexible schedule and a fun environment
- Experience with planning and implementing projects
- \$16.00-18.00 hourly salary based on experience

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***Job descriptions, expectations, and training listed above are not comprehensive and subject to change. Additional duties and responsibilities can and will be assigned at the discretion of your supervisor.***