



Volunteer Resource Center

UNIVERSITY OF COLORADO **BOULDER**

A SERVICE OF CU STUDENT GOVERNMENT

Volunteer Resource Center Student Assistant Position Descriptions

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

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 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
- 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
- \$15.00 hourly

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

Position Specific Requirements

Please read each position requirements to understand the individual requirements and job function of each role

Event and Education Assistant

What we would like you to have:

- Prior event planning experience preferred
- Attention to details and logistical planning
- Demonstrated ability to effectively facilitate groups or have peer mentor experience
- Amazing communication skills (over the phone, video conferencing, in writing, and in-person)
- Be able to have your head in the game on event days and remain calm in stressful situations
- Be excited to connect with nonprofits and local businesses
- Ability to work closely with others to plan and execute detailed and amazing events
- Experience volunteering and/or enthusiasm for connecting students with service opportunities
- Comfortable engaging in conversations with peers and presenting information to peers

What you will be doing:

- Planning, implementing, and executing large and small scale service events, both in person and virtually/remote
- Engage in facilitation and planning of programs and services that focus on volunteering, service-learning, social justice, and understanding root causes of community issues which could include SKOServe
- Contacting community organizations to learn about services and volunteer opportunities in order to plan service events in the greater Boulder area
- Managing logistics such as ordering catering, booking space on campus, budgeting, and working with vendors for event supplies
- Communication with outside businesses to fundraise or receive in-kind donations to offset planned events
- Working directly with other students to support all VRC programs as well as service events
- Communicating with additional departments on campus to create collaborative and inclusive events

Outreach & Events Assistant

What would like you to have:

- Willingness to take initiative and put yourself out there
- Experience and comfort presenting in front of small and large groups in person and virtually/remote
- Strong communication skills (over the phone, video conferencing, in writing, and in-person)
- Be excited to connect with nonprofits and local businesses
- Attention to details and logistical planning
- Demonstrated ability to effectively facilitate groups or have peer mentor experience
- Customer service experience

- Experience with networking across campus
- Be a member or leader of student organizations
- Detail-oriented and capable of thorough organizing

What you will be doing:

- Conducting presentations across campus in classrooms in group settings about VRC programs and events both in-person and remotely
- Maintaining records and contact lists of various organizations and departments on and off-campus
- Recruiting students to participate in VRC programs and events
- Attending various student organization and departmental meetings to build networks across campus
- Scheduling and planning of outreach activities as defined by VRC scope of work which includes presentations, flyers, table tents, display cases, chalking, tabling, catering, and room bookings
- Brainstorm and initiate creative and innovative ideas to reach out to more students
- Contacting community organizations to learn about services and volunteer opportunities in order to plan service events in the greater Boulder area
- Email, call and meet in person with students, staff, and faculty across campus to promote VRC initiatives
- Tracking outreach initiatives to report on efforts every semester
- Engage in facilitation and planning of programs and services that focus on volunteering, service-learning, social justice, and understanding root causes of community issues which could include SKOServe

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

Start Date and length:

- January 7, 2021
 - 10-12 hrs/week

Hourly Wage

- \$15.00/hr

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.

Volunteer Resource Center
University of Colorado at Boulder, University Memorial Center
UMC 458, UCB 207, Boulder, Colorado 80309-0207
Phone: (303) 735-4496 | Email: volunteer@colorado.edu | www.colorado.edu/volunteer