



## **Office and Screening Volunteer, Mid-Atlantic Mothers' Milk Bank**

### **Position Summary:**

Reporting to the Screening Manager, the Office and Screening Volunteer is responsible for providing essential office and administrative support for the screening and administrative teams.

### **Primary Responsibilities:**

- Support Screening Department Administrative Tasks
  - Perform clerical duties such as setting up and maintaining files, logs, and databases, sorting and delivering mail, data entry, sending faxes, and preparing routine correspondence
  - Maintain inventory of donor gifts
  - Assist with mailings, bereavement correspondence, and file redistribution
- Manage Front Desk Operations
  - Answer telephones: screen calls, take messages, and respond to standard inquiries
  - Greet visitors, milk donors, and recipient families and represent organization to callers and visitors in a friendly, professional manner
  - Coordinate package pickups
- Other duties, as assigned.

### **Education and Experience:**

- Some post high school education preferred
- Experience in medical facility setting a plus

### **Additional Requirements:**

- Excellent verbal and written communication skills
- Exceptional organizational skills and attention to detail
- Effective time management, including prioritizing and working through task lists
- Proficiency in MS Office (Excel, Word, and Outlook)
- Maintain confidentiality and security of materials
- Passion for the mission of Mid-Atlantic Mothers' Milk Bank.

### **Working Conditions:**

- Weekday shifts available
- Schedule to be arranged based on volunteer availability

### **Physical requirements:**

The physical demands described here are representative of those that must be met by a volunteer to successfully perform this job.

- Speaking, hearing, and visual acuity.
- Ability to lift up to 30 pounds.
- Verbal and written English communication skills.