



Office Support Volunteer Job Description

Direct Supervisors: Office Manager and Manager on Duty

Office support volunteers provide essential administrative support at Castle in the Clouds. Office Support Volunteers assist various Castle staff members with a variety of administrative projects as well as providing customer service phone support. Projects might include data entry, stuffing envelopes for bulk mailings, providing research services, and more. Office Support Volunteers should be comfortable using computers, printer/copier machines, phone systems, and other general office equipment.

Essential Duties and Responsibilities include but are not limited to:

- Complete data entry projects using Microsoft Excel or Word
- Assist with bulk mailings by printing envelopes, letters, and stuffing envelopes/preparing for mailing.
- Answer phones and provide excellent customer service for guests calling the offices with Castle in the Clouds inquiries
- Other duties as assigned by shift supervisor.

Qualifications:

Education/Experience

Skills/Abilities

- Attention to detail
- Ability to listen and follow instructions
- Ability to solve problems quickly
- Good communication skills
- Good customer service skills
- Experience working with the public

Other Qualifications:

- Knowledge and experience working with computers, Microsoft Office Suite, Internet, phone systems and other office equipment (Information will be provided).
- Have a general knowledge of information regarding the estate, events and schedules

Training: Specific training/directions will be provided for each office task requested.

Requirements: Indicate interest or dates you will commit and fulfill those commitments to the best of your ability. Volunteer Coordinator will let you know what office help is needed.

Volunteer Benefits are awarded based on accrued hourly milestones.