

Description

TAP (Transit Assistance Program) Volunteer

AGENCY MISSION: Our mission is to build a community free from poverty by creating hope, opportunity, and action. We change lives by providing essential services, work together to improve our lives, organize for justice, and inspire our community to love, serve, and share.

VOLUNTEER JOB ANNOUNCEMENT

The Family Assistance Department at Sacred Heart Community Service, a community-based nonprofit organization, is looking for a *TAP (Transit Assistance Program) Volunteer*. The Family Assistance Department offers eligible low-income households temporary financial assistance and/or case management to secure and maintain permanent housing, as well as resources such as affordable bus passes through the TAP program. This volunteer position will be working with the TAP manager to issue monthly affordable bus passes to clients and assist with data entry.

Required Qualifications and Experience:

- Strong commitment to our vision of a community united to ensure that every child and adult is free from poverty.
- Strong written and verbal communication skills.
- Strong written and verbal customer service skills.
- Bilingual/Biliterate English/Spanish preferred.
- Computer skills, including demonstrated proficiency in use of computer applications in Google Suite or Microsoft Word and Excel, customer database experience, and web-based applications.
- Strong organizational and time management skills
- Adapts to changes in the work environment; manages competing demands; and attention to detail.
- This position requires an individual to communicate with customers in person and over the phone.
- Adhere and comply with agency policies and procedures.
- Ability to work collaboratively in a team environment and to work independently with limited supervision when necessary.
- Ability to work with diverse communities and groups.

Schedule

- Available 1-2x a week Monday through Friday.
- Flexible shifts available
- 3-6 month commitment requested

For more information contact Family Assistance Management Analyst
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