SAN DIEGO PUBLIC LIBRARY
READ/ San Diego

Volunteer: **Program Assistant**

Purpose of Position: Assist Tutor/Learner Coordinator in matching volunteer tutors and adult learners, and conduct follow-up of learner progress and documentation.

Qualifications: Eighteen years of age and older.
Completion of 15-hour tutor training
Dependable and able to keep a regular schedule
Ability to work independently
Excellent phone etiquette, and strong oral/written communication skills
Detail oriented
Flexible and patient
Caring and culturally sensitive attitude
Strong data entry skills

Responsible To: Literacy Tutor/Learner Coordinators

Responsibilities:
1. Assist with phones and day-to-day program orientation.
2. Contact volunteer tutors and learners to set-up matches.
3. Conduct phone follow-up of clients.
4. Assist Literacy Tutor/Learner Coordinators with client coordination activities.
5. Submit volunteer monthly report of attendance.

Training Provided: One-on-one training in office procedures, LiteracyPro database, tutor/learner coordination and working in the literacy program environment.

Benefits of Volunteering: Recognition given at the Annual Volunteer Recognition Luncheon, other recognition events, and in READ/San Diego publications; the personal rewards of helping others; job experience; and entitlement to the City of San Diego's volunteer package.

Time Commitment: Two days per week, three hours per day.

Length of Commitment: Minimum of six months to one year or more.