

American Red Cross
El Paso Area Chapter
Health and Safety Services
Volunteer Position

Job Title:	
Health & Safety Services Registration Specialist	
Duties/Essential Functions:	
1. Community Customer Support	
Core Competencies	<ol style="list-style-type: none"> 1. Receive calls and walk-ins from individual community members and small groups (max 7 people) who need assistance in registering for appropriate training (e.g.~ Community or Workplace CPR/AED/First Aid, CPR/AED for the Professional Rescuer, Lifeguard). 2. Receive calls for corporate/Full Service training—complete intake sheet and submit to H&SS Coordinator for follow-up. 3. Serve as a primary point of contact for all community customers requesting training and general safety information. Responding to all messages in a timely manner. 4. Enter participants into appropriate electronic course record as they pre-register for training. 5. Receive and process payments, issue receipts and make accurate change.
Qualifications	
Time Commitment:	<ul style="list-style-type: none"> • Flexible. Minimum 1 – 2 hours per day you elect to volunteer. • Expected to commit to volunteering on average 5 days per month.
Pre-requisites:	<ul style="list-style-type: none"> • Must be 17 years old by date of assignment. • Willingness to complete Volunteer Orientation and background check.
Experience:	<ul style="list-style-type: none"> • Strong attention to detail and the ability to work with a high degree of accuracy. • Working knowledge of MS Office and email systems; ability to learn and operate new computer systems.
Additional Skills:	<ul style="list-style-type: none"> • Excellent customer service and problem solving skills. • Ability to handle several tasks at one time and work productively without continual supervision. • Flexibility regarding interruptions and frequent shifts in priorities. • Positive and professional attitude and demeanor to include excellent follow through and exceptional phone skills. • Bilingual in English/Spanish