



Volunteer Support Specialist

Full-time, hourly; 40 hours per week

The Volunteer Support Specialist will perform a variety of tasks to provide support to SMART Recovery volunteers with exemplary customer service. This position requires U.S. residency.

Skills Required:

- Well versed in the organizational and software tools that are an integral part of the Microsoft Office Suite, including but not limited to Word, Excel, Outlook, SharePoint, and Teams.
- Knowledge of or ability to learn additional platforms such as: WordPress, Zoom, etc.
- Excellent verbal, written, and communication skills.
- Customer service focus; positive attitude, professional, warm, caring, and empathetic demeanor.
- Strong attention to detail, follow-through, and commitment to quality.
- Excellent organizational skills and the ability to prioritize work under pressure.
- Able to work from a virtual environment if/when necessary, without distractions.
- Ability to carry out assigned responsibilities with discretion, and minimal oversight and direction.
- Communicate with staff, contractors, Board of Directors, volunteers and public with diplomacy, tact, empathy, and courtesy.
- Ability to work independently while functioning as part of a team.
- Flexibility as job needs change/arise.
- Enjoys working collaboratively as part of a team.
- High level of enthusiasm and energy; professional
- Graduation of SMART Recovery Online Facilitator and Family & Friends Training within 30 days of hire.



Volunteer Support Specialist

Primary Responsibilities:

- Maintain accuracy of SMART Recovery's meeting finder through processing of meeting registrations and change requests, meeting investigations, and on hiatus follow up.
- Assist Volunteers in the start-up, marketing/promotion, and sustaining of meetings.
- Assist volunteers with registration related questions.
- Add and remove volunteers in SMART Recovery google groups.
- Monitor google groups for issues and trends. Track these to recommend changes to training and additional resources to Volunteer webpage.
- Respond to posts in google groups providing accurate information and resources as needed and appropriate.
- Work collaboratively with leadership/managers to develop and implement a plan to increase the number of SMART Recovery meetings available. This will include retention of existing meetings as well as new meetings.
- Attend one SMM call per week and track types of questions presented for use in planning and implementation of additional resources and/or trainings that can support volunteers.
- Provide monthly reports about meeting and volunteer numbers.
- Assist with gathering information for monthly volunteer newsletter.
- Other projects or tasks as requested.

*To apply for this position, please submit a resume and cover letter to hr@smartrecovery.org. Please use "Volunteer Support Specialist" in the subject line. *