ADA COUNTY INFORMATION DESK JOB DESCRIPTION
VOLUNTEER/INTERNSHIP POSITION

*This is a non-paid/non-funded position

Hours: Four - eighteen hours per week, flexible scheduling
Salary: None
Credit for internship may be available
Parking/Bus Pass provided

Ada County has a volunteer opportunity at its information center located in the lobby of the Ada County Courthouse. This position assists the public by providing community and county government information as well as assists public visitors in understanding the court system and daily court calendars.

Job Responsibilities:

- Provides community and departmental resource information to citizens in a professional manner;
- Answers questions from the public and assists visitors with locating the appropriate government office or representative;
- Helps the public, members of the legal community, and law enforcement officers locate court case information;
- Answers telephone calls and provides information and referrals regarding courthouse services;
- Provides a variety of administrative duties as directed.

Requirements:

- Ability to maintain confidentiality regarding employees and visitors and their cases;
- Ability to provide excellent customer service;
- Ability to multi-task in often demanding environment;
- Ability to assist a diverse population in a respectful manner;
- Ability to work collaboratively with all Courthouse departmental staff members.
- Ability to abide by the guidelines of Ada County, and the Department of Administration;
- Ability to demonstrate safe work habits and contribute to the safety of co-workers, and the general public;
- Ability to volunteer a minimum of four hours per week;

ADA COUNTY INFORMATION DESK VOLUNTEER APPLICATION

Name: _____ Date: _____

Address:_____City/State/Zip:_____

Phone Number:_____ Alternate Phone Number:_____

Email Address: _____

How did you hear about our organization?_____

VOLUNTEER INFORMATION

Are you a student? _____

If so, is volunteer/internship work required for school? _____

If yes, how many hours are required? _____

What is your expected duration of volunteering? 6 mths ____ 12 mths ____ >12 mths ____

VOLUNTEER AVAILABILITY (circle all that apply)

Monday	Tuesday	Wednesday	Thursday	Friday
Morning	Morning	Morning	Morning	Morning
Afternoon	Afternoon	Afternoon	Afternoon	Afternoon

EDUCATION (highest level completed)

Grades 1-5 6-9 10-12 Some College College Degree Graduate School

EMPLOYMENT HISTORY

Current Employer: _____ From: _____ To: _____
Position: _____

Previous Employer: _____ From: _____ To: _____
Position: _____

Previous Employer: _____ From: _____ To: _____
Position: _____

Previous Volunteer Service (where): _____
From: _____ To: _____

REFERENCES

(Please provide at least one professional reference and two personal references)

1. Name:_____ Years known: ___

   Relationship:_____ Phone: _____

2. Name:_____ Years known: ___

   Relationship:_____ Phone: _____

3. Name:_____ Years known: ___

   Relationship:_____ Phone: _____

OTHER INFORMATION

Community Affiliations (clubs, service organizations, etc.)

_____

_____

What skills would you bring to this position?

_____

_____

Can you speak a language other than English? Yes _____ No _____

If yes, what language and how would you rate your fluency? _____

_____

Have you ever been convicted of a felony? Yes _____ No _____

If yes, please explain: _____

_____

In the event of an emergency who should be notified?

Name: _____ Phone: _____

_____

Notification and Agreement (Please read before signing):

I certify that all answers given by me are true, accurate and complete, I understand that the falsification or misrepresentation or omission of fact on this application (or any other accompanying or required documents) will be cause for denial of volunteer opportunities, or dismissal from volunteer work regardless of when or how discovered.

I acknowledge that I have read and understand the above statements and hereby grant permission to confirm the information supplied on this application by me.

Applicant Signature: _____ Date: _____

Please return application to:

Sue Axtman
Administrative/BOCC Office Manager
Ada County Department of Administration
200 W. Front
Boise, ID 83702

Phone: 208-287-7004
Email: saxtman@adaweb.net
Fax: 208-287-7009