

# Position Description: Volunteer Receptionist

As of June 1, 2013

**PRIMARY PURPOSE/FUNCTION OF POSITION:** Serve as the initial contact for people entering the ministry in person or on the phone. Listen to needs, administer a pre-defined intake process, guide people to staff members who will address their need, and perform a variety of administrative functions that will assist our team in being more productive.

**HOURS:** To ensure that the Volunteer is well trained and confident in their ability to assist the people we serve, we are seeking Volunteers who can regularly commit to two or more hours per week. These hours could be anytime between 9 AM and 4 PM Monday through Friday. It is understood that Volunteers will need scheduling flexibility to accommodate their personal schedule, including periods of time during the year when the Volunteer will not be able to serve.

**REPORTS TO:** Executive Director

## **SUMMARY OF DUTIES:**

Primary roles:

- Receive training and obtain a working knowledge of ministry policies and procedures, as well as information about a variety of community resources that will assist you in guiding people through the process of obtaining assistance to meet their needs;
- Greet and encourage people who come into our office or who call us. Learn about their needs, gather information that supports why they have come for assistance, direct them to the correct person on our team to care for their need; provide them information that will assist them in seeking assistance through other community resources; or take a message that will enable another team member to assist them later;
- Arrange appointments over the phone and in person and explain the procedures and supporting documentation they will need to address before their appointment; and
- Perform outbound calls to remind people of their appointment and the documentation they should bring.

Other Supporting Duties:

- Perform a variety of administrative support duties as time permits, including: filing, addressing/ mailing acknowledgements, keeping the lobby clean and organized, etc.;
- Shopping for and stocking ministry supplies; and
- Assisting ministry team members organize and complete projects and events.