



## Volunteer Position Description

### *Receptionist*

#### **Description**

Reception volunteers are the very first point of contact for our clients. Volunteers in this role greets clients, assist them with gathering necessary paperwork regarding their crisis, and answer incoming phone calls as needed.

#### **Schedule**

Weekly shifts are set and require the volunteer to be on time and remain on duty for the entire shift. Volunteers may select one or more of the following shifts:

Mornings, Monday thru Friday	8:30 am - 12:30
Afternoons, Monday thru Friday	12:30 – 4 pm
Thursday evenings	4 – 7 pm

#### **Requirements**

- ✓ Basic computer skills
- ✓ Ability to multi-task in a fast-paced environment
- ✓ Excellent customer service skills
- ✓ Attention to detail
- ✓ Ability to sit, stand, reach, bend and walk
- ✓ Friendly and outgoing

#### **Supervisor**

Client Services Administrative Supervisor