

Resilience: Advocates for Ending Violence

POSITION TITLE: Volunteer Receptionist

PREPARATION: Complete 12 hours of New Entry Training (Provided by Agency)

Hours: One 4-hour shift per week, either mornings 9am-1pm or afternoons 1pm-5pm.

SUPERVISOR: Brenda Olson/Sherry Martens

POSITION

SUMMARY: The Receptionist provides reception and basic clerical support for the agency. Confidentiality is of the utmost importance. The receptionist will be representing the agency to the public and clients. Various types of office equipment including computer, telephone, postage machine, copiers and printers will be used. Some computer skills are preferred.

Agency Mission Statement: The agency's mission is to respond to, reduce, and prevent domestic and sexual violence. This mission will be achieved through education, collaboration, and advocacy, with crisis and supportive services to victims and survivors.

SPECIFIC ACTIVITIES:

1. Use office equipment including computer, telephone, postage machine, copiers and printers.
2. Open/close reception area and files, and take care of lights/equipment at beginning/ end of day.
3. Forward agency emails. Compose and send email to staff.
4. Greet clients and visitors and direct them appropriately.
5. Answer main agency phone transferring callers to appropriate parties.
6. Accept cash/checks and write receipts. Distribute staff and mail vendor checks.
7. Accept item donations and provide donors with receipts.
8. Keep client forms in stock – copying as needed.
9. Screen callers for Wardrobe for Work and make appointments.
10. Process incoming agency and client mail.
11. Perform various data entry jobs as needed.
12. Perform miscellaneous clerical jobs as needed.
13. Assist with mailings – can include collating materials, stuffing/labeling envelopes, and using postage machine to mail.

GENERAL POSITION EXPECTATIONS:

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.

- Participates in maintaining policies, procedures and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
- Protects client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, both verbally and in writing, with other staff and with other organizations.
- Participates in volunteer meetings, team meetings, and other planning opportunities.
- Participates in training, continuing education, and other skill development opportunities to further enhance position-related skills and abilities.
- Participates with other agency staff in being aware of emerging needs within the community and the client population, developing of an agency vision, and working toward continuous quality improvement.

PHYSICAL REQUIREMENTS:

- Normal office environment requiring standing, sitting, keyboarding, lifting up to 25 pounds and movement around the facility.

TO BECOME A VOLUNTEER, EMAIL SHERRYM@RESILIENCEMI.ORG