

Resilience-Advocates for Ending Violence

POSITION TITLE: Volunteer Receptionist

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

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

SUPERVISOR: Executive & Operations Coordinator

POSITION

SUMMARY: The Receptionist welcomes clients/visitors and provides 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 minimal 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:

- Welcome clients and visitors, connecting them with appropriate staff.
- Open/close reception area, including files, lights/equipment at beginning/end of the day.
- Answer main agency phone transferring callers to appropriate parties.
- Use office equipment including computer, telephone, postage machine, copiers, and printers.
- Forward agency emails and send email notifications to staff.
- Accept cash/checks and write receipts.
- Accept item donations and provide donors with receipts.
- Keep reception forms in stock – copying as needed.
- Schedule client Wardrobe appointments.
- Process incoming agency and client mail.
- Perform various data entry jobs as needed.
- Perform miscellaneous clerical jobs as needed.

GENERAL POSITION EXPECTATIONS (The following will be covered in training):

- Approach all people from an empowerment philosophy.
- Understand and follow agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.

- Participate in maintaining policies, procedures, and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
- Protect client confidentiality.
- Follow protocol regarding mandatory reporting.
- Function as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicate effectively, both verbally and in writing, with other staff and with other organizations.
- Participate in volunteer meetings, team meetings, and other planning opportunities.
- Participate in training, continuing education, and other skill development opportunities to further enhance position-related skills and abilities.
- Participate 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 to 25 pounds and movement around the facility.

The above statements are intended to describe the general nature and level of work performed by volunteers in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications of volunteers assigned to this job.

Volunteer signature _____

Supervisor signature _____