

RESILIENCE

ADVOCATES FOR ENDING VIOLENCE™

Volunteer Position: Receptionist

Preparation: Complete 12 hours of New Entry Training (agency provided)

Supervisor: Program Support Specialist

Commitment: One 4-hour shift per week, 9AM-1PM or 1PM-5PM

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.

Specific Activities:

- Welcome clients and visitors, connecting them with appropriate staff.
- Open/close reception area, including files, lights/equipment, etc.
- Answer the main agency phone and transfer calls when appropriate.
- Use office equipment including computer, telephone, postage machine, copiers, and printers.
- Forward agency emails and send email notifications to staff.
- Accept cash/checks/item donations and write receipts.
- Keep reception forms in stock making copies as needed.
- Schedule appointments for Resilience's Wardrobe closet.
- Process incoming agency and client mail.
- Various data entry as needed.
- Miscellaneous clerical jobs as needed.

General Expectations:

- Approaches all persons from an empowerment philosophy.

- Understands and follows agency policy and guidelines as communicated with Resilience staff.
- 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 and other Resilience meetings and trainings as desired.
- 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 and movement around the facility.
- Lifting up to 25 pounds

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.

To apply to become a Receptionist volunteer, please email NStewart@ResilienceMI.org

The Resilience mission is to respond to, reduce, and prevent domestic and sexual violence in Ottawa and Allegan counties. Resilience is an Equal Opportunity Employer.

www.ResilienceMI.org