



## Volunteer Description Form

### Volunteer Receptionist Description:

#### Volunteer Brief,

- A Receptionist Volunteer team member for Join Hands Ministry under direct supervision of the Lead Receptionist Volunteer is to manage the front desk and reception area, while performing daily and a variety of administrative and clerical tasks.
- Supervisor: Lead Volunteer Receptionist and director of Join Hands Ministry

#### Volunteer Receptionist,

- As a Receptionist, you will be the first point of contact for Join Hands Ministry.
  - Our Receptionist's duties include offering administrative support across the ministry.
  - You will welcome guests and greet people who visit the business.
  - You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.
- To be successful as a Receptionist,
  - you should have a pleasant personality, as this is also a customer service role.
  - You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations.
  - Multitasking and stress management skills are essential for this volunteer position.
  - This role may require serving in shifts, so flexibility is a plus.
- Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively and executes all administrative tasks to the highest quality standards.

#### Responsibilities,

- Answer, screen and forward incoming phone calls,
- Direct visitors to the appropriate person and office,
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures),
- Greet and welcome guests as soon as they arrive at the office,
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor walk-ins, questions from clients/guests, etc),
- Maintaining inventory of office supplies,
- Other duties that this volunteer position grows with at the direction of the Join Hands Ministry director.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing, and
- Provide basic and accurate information in-person and via phone/email,
- Receive, sort and distribute daily mail/deliveries,

#### Requirements,

- Ability to learn information about Perry County and Join Hands Ministry work in the county,
- Ability to operate multi-line phone,
- Ability to work cooperatively with staff and volunteers,
- Ability to work with people of many different backgrounds and abilities,
- Excellent verbal communication skills,
- Friendly, positive, professional demeanor,
- Maintain confidentiality, and
- Pass background check(s).