



## VOLUNTEER DESCRIPTION

### All Front Desk Volunteer

**Program Description:** Beverly Bootstraps provides critical resources to families and individuals so they may achieve self-sufficiency. We offer emergency and long-term assistance including: access to food, housing stability, adult and youth education, counseling and advocacy. We are community funded and supported.

**Position Title:** Front Desk Volunteer

**Reports to:** HR & Support Supervisor

The volunteer shift is one shift a week. Volunteers may choose more than one shift. Volunteers are asked to commit to a minimum of three months.

#### Volunteer position may include the following jobs::

- Greeting all incoming visitors and direct them to appropriate staff or program
- Providing resource information to clients when applicable
- Answering phones and forward calls to appropriate staff
- Assisting callers with information about Beverly Bootstraps such as hours, location or directions
- Assisting donors to weigh in food donations; accept other in-kind gifts, as well as monetary donations
- Monitoring visitor, client and volunteer access via logs
- Providing clerical and administrative support to all staff as needed
- Other duties as assigned.

#### Volunteer Requirements::

- :Volunteers should be approachable and confident and have good customer service skills and a nice phone manner; excellent clerical and computer skills; be highly organized and able to work with little to no supervision; be able to communicate effectively verbally and in writing and be able to perform simple math. Successful completion of Written Information Security Procedures training required and completed during your volunteer shift.
- Knowledge of computer programs such as Microsoft Office (Access, Word, Excel, Gmail etc.) preferred.