



VOLUNTEER DESCRIPTION

Front Desk Volunteer

Program Description: Beverly Bootstraps is committed to providing a safe, welcoming facility to clients, volunteers, staff and donors. The Front Desk Volunteer should be an approachable, confident individual who will be responsible for overseeing all aspects of the Front Desk during the position hours.

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 forwarding 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 and client logs
- Assisting volunteers with check in
- 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.

9/26/18

S:\Donor Relations\Volunteer\Job Descriptions\Original Word docs - do not use unless revising\Front Desk Volunteer Job Description V2.docx