

**CATHOLIC SOCIAL SERVICES
VOLUNTEER JOB DESCRIPTION**

TITLE: Front Desk Assistant
PROGRAM: Clare House
SUPERVISED BY: Clare House Lead
STATUS: Ongoing
UPDATED: 10/2020

Job Summary: This position will assist at the Clare House. The volunteer will maintain the front desk, answer questions from the front door and phones. They may sort/collect mail, support staff and address needs of the program participants for needed items.

Competencies: Demonstrated dependability, maturity and initiative in a positive, proactive manner. Must maintain program/participant confidentiality and treat each person with dignity and respect. Must be a team player with strong communication skills and ability to build trusting relationships with others. Must be patient, have strong organizational skills especially in stressful situations or with interruptions.

Education/Experience: N/A

Skills: Ability to communicate clearly both verbally and in writing. Strong customer service skills

Duties & Responsibilities

1. Maintain program security by answering the doors in a secure manner
2. Answer phones, forward messages to appropriate staff, take messages accurately
3. Accept donations and give receipts
4. Accept mail, organize and provide for participants when requested.
5. Greet participants and provide materials requested, completing appropriate forms
6. Interact with staff and participants in a respectful, confidential manner.

Physical Requirements: Ability to lift 25 pounds

Training Requirements: Attend program orientation and position training

The above statements are intended to describe the general nature and level of work being performed by people assigned to this volunteer position. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Volunteer Signature: _____ Date: _____

Volunteer Coordinator Signature: _____ Date: _____