



Volunteer Front Desk Position Description

Responsibilities

Working alongside staff to ensure daily office operations are completed. Interacting with volunteers and community by way of phone or face to face interaction in order to properly direct lines of communication. Assist staff in organization or office projects as needed.

Reports to the Office Manager. Maintain clear communication and collaborating with other key staff members to support the affiliate's mission as a whole. Work alongside staff to ensure affiliate's mission of affordable and decent housing for all is always pursued.

Duties

- Answer phone calls and occasionally make phone calls to business partners and community members.
- Prepare correspondence as needed.
- Ensure incoming correspondence reaches the intended or concerned party.
- Potential for other duties assigned.

Requirements and Expectations

Required

- Experience with Windows OS, Office Suite focusing on Word/Excel, and Google Suite
- Ability to answer phone calls

Desired

- Strong customer service or experience with community interaction
- Communication skills
- Bilingual
- Technologically savvy

Time Commitment

- One to three days a week for office shift. (Tuesday, Thursday, and/or Friday 9:00 AM to 5:00 PM, 10:00 AM to 2:00 PM, or 12:00 PM to 4:00 PM) Given the responsibility of this position, inability to report to duties must be communicated one hour prior to start time.

Working conditions

- Office environment.
- Lifting no more than 15 lbs.

Support

- Training may be provided. Volunteer Coordinator and Office Manager will be available for questions and assistance.