

Job Title: Wednesday Reception Volunteer
Department: Administrative

SUMMARY

Commits to volunteering Wednesdays from 12-1 PM and the first Wednesday of each month from 12-2 PM. Operates multi-line telephone system to answer incoming calls and directs callers and visitors to appropriate personnel. Provides excellent customer service to clients, donors, vendors, volunteers, and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or division.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Answers questions about the YWCA Pierce County and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Monitors cameras and maintains the security of reception entrance.
- Monitors visitor and contractor access and issues passes and/or executes confidentiality agreements when required.
- Maintains lobby and reception area in a clean and orderly condition, coordinating with other staff as appropriate to pick up deliveries and donations.

This is a general description of the responsibilities of the position; other duties may be assigned.

OTHER KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work effectively with diverse people
- Ability to manage multiple tasks with multiple distractions
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Strong attention to detail
- Ability to speak effectively with diverse people
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Commitment to YWCA vision, mission and values

COMMITMENT

This position requires a 6 month commitment of volunteering Wednesdays 12-1 PM and the first Wednesday of each month from 12-2 PM.

EDUCATION and/or EXPERIENCE

No prior experience necessary. Training will be provided.

OTHER QUALIFICATIONS

- Acceptable Washington State Patrol Criminal History Record
- Must complete DV101 training within first 6 months of volunteering.