

eliminating racism
empowering women



Pierce County

Job Title: Reception Volunteer
Reports To: Operations Manager
Department: Administrative

SUMMARY

Operates multi-line telephone system to answer incoming calls and directs callers, visitors and mail to appropriate personnel. Provides excellent customer service to clients, donors, volunteers, and staff. Coverage is typically needed between the hours of 12 PM- 2 PM.

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

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