

VOLUNTEER RECEPTIONIST POSITION DESCRIPTION

Job Title: Volunteer Receptionist

Classification: Volunteer

Reports To: Volunteer Coordinator and Emergency Services Coordinator

ESSENTIAL FUNCTION

The essential function of this position is to provide customer service to Hastings Family Service clients, donors, and supporters through answering phones, scheduling appointments, and overseeing the business center. The volunteer receptionist interacts with staff, donors, volunteers, and clients with strict confidentiality, professionalism, and respect.

JOB RESPONSIBILITIES

- Uphold the mission and values of Hastings Family Service.
- Treat all customers, clients, volunteers, donors, and staff with respect and kindness.
- Maintain client confidentiality.
- Welcome and direct HFS clients and visitors.
- Answer multi-line phone system and refer inquires to the appropriate staff or volunteer.
- Schedule client appointments.
- Prepare and explain paperwork for client appointments.
- Oversee the HFS business center and send faxes and make copies for clients.
- Assist with referrals when appropriate.
- Assist with special projects when needed.
- Assist in maintaining a clean reception area.

REQUIREMENTS

- Ability to maintain client confidentiality.
- Exceptional interpersonal and customer service skills.
- Ability to listen with empathy and without judgment.
- Experience with Microsoft Excel, Word, and Outlook.
- Basic telephone skills
- Ability to stay organized.
- Ability to prioritize, multi-task, and work independently with minimal supervision.
- Ability to stay calm and focused in a busy work environment.

TIME COMMITMENT

- One four hour shift weekly or as an on-call substitute.
- A minimum of a one year commitment is strongly preferred.