

Volunteer Job Description

Title: Reception and Phone Support Volunteer

Job Goal: Increase productivity of office staff by answering the phone

Responsible to: Volunteer Coordinator

Time Required:

Approximate Hours: Minimum 2 hours/shift up to 6 hours:

- Monday 9:00 am – 3:00 pm
- Tuesday 9:00 am – 3:00 pm
- Wednesday 9:00 am – 3:00 pm
- Thursday 9:00 am – 3:00 pm
- Friday 9:00 am – 3:00 pm

Length of Commitment: 1 month to as long as is mutually beneficial

Responsibilities include:

- Greet visitors to office
- Answer telephone; attempt to meet caller's needs, screen calls for staff, take messages, transfer callers into voicemail system
- If needed, perform light office work that can be done at the reception desk in between phone calls (data entry, filing, internet searches, etc.)

Desirable Qualifications/Skills:

- Enthusiasm for Habitat's mission
- Good oral and interpersonal communication skills, including a confident and compassionate phone manner, are required. Familiarity or willingness to learn MS Word, MS Excel, MS Publisher, and other programs is a plus, but is not required for this role
- Must be comfortable interacting with a diverse set of people with varied life experiences, both on the phone and as walk-in visitors to the office
- Willingness to learn about Habitat's programs, staff assignments and areas of expertise, committee structure so that callers can have questions answered efficiently or be quickly transferred to the correct person
- Must be willing to bring a quiet activity (reading material, craft projects, etc.) if there are slow periods at the reception desk and no other office work is available

Training provided:

- Phone system
- Habitat program overview
- Staff responsibilities, and a brief overview of other area resources in the social services/housing areas

Benefits: Meet great people, learn new skills, have fun in an office setting