



Catholic Charities Volunteer Position Description

Position Title: Administrative Receptionist Volunteer

Department: Executive

Reports to: Executive Assistant

Summary: The administrative receptionist volunteer will take direction from Administrative staff. This volunteer will be responsible for: answering all incoming calls, informing clients of documents required for services and transferring calls to appropriate department, using Outlook email to send email messages, recording donations to the Thrift Store log, sorting mail, copying checks for deposit and greeting all visitors to the Executive office in a respectful manner.

Essential Duties and Responsibilities include, but are not limited to the following. Other duties may be assigned.

- Be organized and willing to take on new duties
- Answer phones, relay messages
- Provide service to all clients, volunteers and guests with dignity and respect
- Must have exceptional customer service skills
- Must have patience to deal with clients who may have mental illness, disabled and elderly
- Keep work station clean and free from clutter
- Keep all necessary resource materials and an adequate supply of copy paper on hand

Knowledge, Skills and Abilities:

- Basic computer skills
- Be knowledgeable about the services provided by Catholic Charities
- Demonstrate qualities of patience, compassion and the ability to listen
- Previous experience with answering phones, taking and relaying messages to appropriate staff
- Bilingual is highly desirable