



Catholic Charities Volunteer Position Description

Position Title: Payee Reception Volunteer
Department: Representative Payee Program
Reports to: Payee Supervisor

Summary: Payee Reception Volunteer must be able to take direction from Payee Supervisor. This volunteer will be responsible for: greeting Payee clients in a respectful, dignified manner.

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

- Be organized and able to work with clients from various socioeconomic levels
- Answer phones, relay messages.
- Service all customers 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 in adequate supply at each station

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