



Catholic Charities Volunteer Position Description

Position Title: Front Desk Greeter/Data Entry Specialist Volunteer

Department: Family Resource Center/Intake

Reports to: Intake Supervisor/Site Director

Summary: The Greeter/Data Entry Specialist must be able to take direction from the Intake Supervisor and/or Site Director. This volunteer will be responsible for: greeting clients in a respectful, dignified manner, screening clients for eligibility, informing clients of available services, inputting client information into Apricot Software data base, identifying those clients that need to be referred to other agencies for assistance and identifying those clients who need to be assisted by the CCDOF Family Resource Specialist. In addition to these duties, the Volunteer Greeter is responsible for welcoming every client and/or guest and making sure the Greeter station is adequately supplied with all resource materials. This Greeter/Data Entry may also aid in making hygiene packets as well as diaper/baby wipe packets.

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
- Provide service to all clients, volunteers and guests with dignity and respect
- Must have exceptional customer service skills
- Bathrooms are locked, the Greeter/Data Entry Specialist will need to open in the bathrooms with the pass key when requested
- 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, type at least 20 wpm
- Be knowledgeable about the services provided by Catholic Charities
- Demonstrate qualities of patience, compassion and the ability to listen