



Reception Desk Volunteer

Posted 3/1/2021

Position: Volunteer, part time position at 20 hours or less per week

Salary Range: Volunteer, no compensation

Job Summary: The Reception Desk Volunteer is responsible for assisting UWO staff at the main reception desk with administrative tasks as needed.

Reports to: Director of Administration

Essential Functions:

- Greet and assist all visitors in a welcoming and professional manner consistent with the United Way's mission.
- Maintain general knowledge of UWO staff, 211 database, UWO partner organizations, and local community resources to assist visitors and callers.
- Answer incoming calls in a manner consistent with the UWO mission; give caller resource information, route calls to staff voicemail, etc.
- Filing, copying, mass mailing and envelope stuffing, etc.
- Assist Campaign and Financial staff with pledge form tasks.
- Participate in meetings and trainings as requested.
- Receive direction from and collaborate with the Director of Administration in all functional areas of UWO.

Required Skills:

- Receptionist or customer service experience required, or in a similar type position, preferably in non-profit or volunteer environment.
- Professional and friendly phone etiquette.
- Computer, data entry, phone system, and typing skills.
- Must be able to: follow oral and written directions, work independently and proactively, listen attentively, communicate clearly verbally and in writing.
- Interact with a culturally diverse population, providing service with dignity and respect to every person.
- Ability to hear and see activities in reception area.

Schedule:

- 5 shifts available:
 - Monday 9:00-1:00
 - Tuesday 9:00-1:00
 - Wednesday 9:00-1:00
 - Thursday 9:00-1:00
 - Friday 9:00-1:00
- Hours are flexible. Volunteers may select one or multiple shifts.
- A minimum 3-month commitment is requested to ensure continuity of service for the UWO team and community.

Contact:

Those interested in volunteering should contact Cindy Beecher, Director of Administration, at cbeecher@uwozarks.org or 417-863-7700 ext. 222.