



Reception Desk Volunteer

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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 United Way of the Ozarks (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 verbal 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:

- Hours are flexible.
- Volunteers may select one or multiple shifts.
- Shifts of four hours preferred.
- Shifts available Monday-Friday, 9:00 am. - 5:00 p.m.
- 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 Kimberley Lippelman-Nash, director of administration, at KLippelmanNash@uwozarks.org or 417-863-7700 ext. 222.