

## The Brunner Literacy Center Job Description

**Job Title: Volunteer Receptionist**

**Date: 9/19/17**

**Reports to: Office Coordinator**

**Supervises: n/a**

**Classification: Volunteer**

**Grade: n/a**

**Work hours: Varies**

**PURPOSE** (Describe primary accomplishments, products and services, who benefits from them and how.)

The primary role of the Receptionist is to ensure that guests, students, and tutors are welcomed positively, and to execute all necessary administrative tasks to the highest quality standards.

**GENERAL** (How would you describe the job to someone who has never done it? The main function of the job may or may not be the one where most time is spent.)

The Receptionist is the welcoming face of the Brunner Literacy Center. A strong customer service orientation is essential in this role, both in person and on the telephone. A calm, organized approach will put visitors at ease and provide them with the assistance they need. Strong organizational skills, attention to detail, and accuracy are required.

**ESSENTIAL DUTIES** (What do you have to be able to do to achieve desired results of the job? Include leadership and management responsibilities for positions that involve supervision of others and identify communication with members and vendors, in person, in writing, and by telephone.)

**Receiving Brunner Literacy Center guests:**

- Greet students, tutors and other visitors with a customer service focus: actively listen, elicit information, comprehend visitor issues/needs, and direct accordingly.
- Create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well as a calm environment throughout the Center.
- Assist students with sign-in if needed.
- Give each student an orange ticket at arrival (to write name and put in weekly drawing can).
- Maintain records of student-tutor appointments; maintain daily calendars; remind tutors to complete blue scheduling slip.

**Phone duties:**

- Make appointment reminder calls to students; follow up with tutors if needed.
- Answer phones, convey messages accurately, and respond or direct as needed.
- Transfer calls ("Transfer" → Extension → Hang up).
- Take and deliver phone messages.

**Additional tasks:**

- Accept books and other donations - complete Donation In-Kind slip.
- Shelf magazines, textbooks, etc.

- Make copies of forms and materials as needed.
- Assist in preparation of binders and folders for new students/tutors.
- U.S. Mail: deliver to internal boxes.
- Prepare periodic mailings.
- As needed, perform various light housekeeping and hospitality tasks.
- Other tasks as assigned by appropriate staff.

**MINIMUM REQUIREMENTS** (What is required to perform essential duties?)

- Ability to speak English clearly
- High school diploma or equivalent
- Basic Microsoft Office skills: especially Word and Excel
- Good verbal, written and interpersonal communications skills
- Strong telephone etiquette skills
- Effective organizational, multi-tasking and prioritizing skills
- Willingness to learn and use new technologies and procedures
- Some previous office experience helpful

**SPECIAL CONDITIONS** (Bondability, altered work schedule, environmental conditions, travel, use of personal automobile, etc.)

Volunteer receptionists must attend New Volunteer Orientation.