



DOMESTIC ABUSE INTERVENTION SERVICES

Front Desk Receptionist *Position Description*

TIME COMMITMENT: Must be able to work at least one shift per week. Shifts are available during weekdays and are generally 4 hours long - 8:30am-12:30pm and 12:30pm - 4:30pm. Completion of some New Advocate Training, and at least one observation shift are required prior to starting this position.

GENERAL RESPONSIBILITIES: The Front Desk Receptionist warmly greets visitors at our main entrance, answers and transfers phone calls, and helps staff reserve meeting rooms. Front Desk Receptionists must adhere to confidentiality, DAIS policies and procedures, and the agency's Code of Ethics.

SPECIFIC RESPONSIBILITIES:

- Control and monitor traffic flow through the main entrance in accordance with established building access and security procedures
- Monitor visitor and client access and issue visitor badges when required
- Assist in scheduling appointments and reserving meeting rooms
- Monitor security systems
- Use the postage meter to meter all out-going mail and receive all incoming mail
- Exercise judgment during crisis situations
- Triage walk-in clients using information provided to you (training will be provided as well)
- Document any issues and reports them to the Front Desk Volunteer Supervisor
- Consistently report and arrive on time for designated shifts - if you are unable to report, you must contact the Front Desk Volunteer Supervisor
- Model non-violent conflict resolution
- Be responsible for maintaining the order and cleanliness of the front desk reception area, main lobby, conference room and break room
- Complete all paperwork as required
- Be sensitive to your own emotional needs and do what is necessary to take care of yourself and maintain appropriate boundaries
- Be free of alcohol and other drugs when you are on your shift

DAIS RESPONSIBILITIES:

- Train volunteers in the skills necessary to effectively staff the front desk
- Provide ongoing training and information
- Be available for consultation and support

- Provide reference letters and/or documentation of volunteer hours for employment and education purposes – these letters will be written based on the program supervisor’s knowledge and experience of the volunteer’s work and documentation in the volunteer’s file
- Make reasonable accommodations for volunteers with disabilities who would like to assist with the Front Desk volunteer position

QUALIFICATIONS:

1. Must be at least 18 years of age
2. Must demonstrate informed sensitivity to the issue and experience of domestic abuse and the ability to respond effectively to people in crisis
3. Must demonstrate experience working with diverse populations