



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 between the hours of 8:30am-12:30pm and 12:30pm - 4:30pm. Completion of a 26-hour New Advocate Training, and at least one observation shift is required prior to starting this position.

GENERAL RESPONSIBILITIES:

The Front Desk Receptionist screens and greets visitors at our main entrance, answers, and transfers phone calls, helps staff reserve meeting rooms and performs other projects as requested. Front Desk Receptionists must adhere to strict confidentiality requirements, 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, receive all incoming mail and package deliveries.
- Exercise appropriate judgment during crisis situations.
- Triage walk-in clients using information provided to you (training will be provided).
- Document any issues and promptly report them to the Volunteer Coordinator.
- Consistently arrive on time for assigned shifts - if you are unable to report for your shift, you must contact the Volunteer Coordinator to ensure alternate coverage can be secured.
- Model non-violent conflict resolution.
- Be responsible for maintaining the order and cleanliness of the front desk reception area, main lobby, conference rooms, 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.
- Not reporting to DAIS while under the influence or in possession of alcohol and/or illegal drugs.

DAIS' RESPONSIBILITIES TO FRONT DESK RECEPTIONISTS:

- Train volunteers in the skills necessary to effectively perform the responsibilities at 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. Letters will be written based on the program supervisor's knowledge of the volunteer's service and along with any documentation maintained in the volunteer's file.

QUALIFICATIONS:

- Must be at least 18 years of age.
- Must have strong communication skills and be able to listen and communicate clearly using an intercom system.
- Must demonstrate informed sensitivity to the issue and experience of domestic abuse victims and their children and must demonstrate an ability to respond effectively to people in crisis.
- Must be able to interact with diverse populations successfully and comfortably.

TRAINING:

- Full attendance at the 26-hour New Advocate Training is not required. Direction on training will be provided to you by the Volunteer Coordinator.