

## **Front Desk Receptionist *Position Description***

**Do you love being the friendly first face people see when they walk in the door? Are you comfortable answering phones and helping connect people with the support they need?** As a DAIS Front Desk Receptionist Volunteer, you play a vital role in creating a safe, welcoming, and compassionate first impression. Front Desk Receptionist Volunteers interact with a wide range of individuals including people seeking walk-in services, current clients, donors, vendors, visitors, and staff – while ensuring everyone feels respected and supported. Volunteers also help maintain a calm, organized, and inviting environment in the main lobby, meeting rooms, and reception area.

### **GENERAL RESPONSIBILITIES:**

The Front Desk Receptionist manages building access, screens and greets visitors at our main entrance, answers, and transfers phone calls, helps staff reserve meeting rooms and perform 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.
- Monitor and address emails in designated email accounts as instructed.
- Use the postage meter to meter all outgoing 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 Manager.
- Consistently arrive on time for assigned shifts - if you are unable to report for your shift, you must contact the Volunteer Manager 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, including turning on and off lights, and opening or closing blinds as necessary as the start or end of the workday.

- 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.
- Do not arrive for your shift under the influence or in possession of alcohol and/or illegal drugs or use these substances while on DAIS premises.

**DAIS' RESPONSIBILITIES TO FRONT DESK RECEPTIONIST:**

- 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 Volunteer Manager'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.

**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 Essentials Training, and at least one observation shift is required prior to starting this position. Currently our greatest need for support is on weekdays in the afternoon.

**TRAINING:**

- Essentials Training.
- Program Specific Training.
- One Observation Shift