



<b>Title</b>	Volunteer Receptionist	<b>Status</b>	Volunteer Position
<b>Supervisor</b>	Volunteer Field Supervisors	<b>Date Implemented</b>	
<b>Locations</b>	Development Office	<b>Date Evaluated</b>	

## Summary

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To provide reception desk relief coverage and other assistance to regular office support staff.

## Level of Client Interaction

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High – One on one direct contact with clients; usually without staff supervision.

## Essential Functions

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### \_\_\_\_ 90% Reception

Answer the telephone and route calls or take messages as needed. Greet visitors and ensure they are turned over to proper staff. Some callers or visitors may present unexpected or unusual situations.

### \_\_\_\_ 5% Scheduling

Maintain schedule of the boardroom, Chapel, and Newton Campus automobiles.

### \_\_\_\_ 5% Other

Perform other general office duties in support of the department.

## Knowledge, Skills, Abilities

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### \_\_\_\_ Self Management

- Be mature and responsible.
- Must respect confidentiality.
- Take initiative to meet training requirements.
- Meet scheduling commitments.
- Make good decisions in immediate situations.
- Be able to provide effective customer service, both by telephone and in person.
- Maintain a courteous, professional demeanor.
- Have a cooperative teamwork attitude with co-workers.
- Basic computer skills.
- Be capable to follow directions and read necessary instruction with limited supervision.
- Must agree with the United Methodist Youthville confidentiality requirements, drug-free requirements, and child abuse requirements.
- Able to support the mission, philosophies, goals, and objectives of Youthville.

### \_\_\_\_ Achieving Results

- Understand and operate within policy, rules, and regulations.
- Anticipates and prevents problems.
- Complete projects as assigned.

### \_\_\_\_ Interpersonal Skills

- Provides assistance, cooperation, and support to others.

- Have a cooperative teamwork attitude with others.

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**Communication**

- Ensures that others involved in a project or effort are kept well informed.
- Keeps supervisor informed about progress and problems.

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**Physical Requirements**

Some lifting and bending may be necessary.

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**Commitment**

Maintain a regular schedule in order to become proficient and independent in responsibilities. One day or two half-days per week. Occasional full days to cover for department meetings and regular staff leave. A six-month minimum is preferred. Hours and schedule arranged.