



## ICS Volunteer Job Description Central Office Front Desk Receptionist

**Job Title:** Central Office Receptionist, reports to Front Office Coordinator

**Program:** General Administration

The Front Desk is a vital “Information Hub” of Interfaith Community Services at the center of the Central office providing a welcoming, warm atmosphere to all guests and callers. Front Desk receptionist volunteers embody ICS values of Respect, Integrity, Compassion, Collaboration and Innovation.

### **Job Description:**

As a Front Desk receptionist volunteer, you are familiar with all ICS programs and services to provide information to office guests in the lobby or those that call on the phone. As the first person to interact with guests when they visit the office you ensure that each guest is greeted and assisted in a timely manner and can offer complimentary water, coffee or snack while they wait to be assisted. You answer calls regarding our services, provide information and transfer calls to appropriate staff. You may also provide support to daily office operations such as restock office supplies, handle items that need to be picked up or dropped off and provide minimal administrative support to other departments as needed.

### **Job Details:**

- Anticipate arrival of appointments, greet guests in lobby, and provide complimentary services
- Answer telephones, transfer calls, communicate information between guests & staff
- Permit individuals to enter the office: staff, volunteers, clients and guests with appointments
- Handle the distribution of items for pick up & drop off
- Oversee general tidiness and presentation of lobby area
- Check daily supply stock for kitchen, lobby, and bathroom areas
- Provide administrative support including copy/scan/prepare documents, computer data entry or other tasks

### **Volunteer Qualifications:**

- Strong ability to multitask – handle multiple people/requests in the lobby
- Strong computer skills – Word, Excel, Teams messaging
- Willingness to learn ICS data management systems
- Friendly, personable, customer service oriented – “Is there anything else I can do for you?”
- Professional & polite phone etiquette
- Problem solving skills, solution oriented
- Refined listening skills and good eyesight

**Location:** Central Office at 122 N. Craycroft Rd. Tucson, AZ 85711

### **Time Commitment:**

Monday – Friday 9:00am - 1:00pm, once per week or more