



Job Title: Front Desk Volunteer
Reports to: Leslie Pape
Status: Volunteer, Part-Time

POSITION SUMMARY

If you enjoy talking to many types of people, answering questions, and multi-tasking, consider volunteering at the Literacy Connects reception desk. The Front Desk Volunteer is responsible for helping with various administrative tasks while regular staff is away from the desk or out of the office. Volunteers are expected to work at least one 3- or 4-hour shift per week for a minimum of nine months.

ESSENTIAL FUNCTIONS

- Greet visitors, students, volunteers, and staff when they enter the building
- Ensure that people sign in and out, and obtain a lanyard if needed
- Answer a multi-line phone, answer questions, and direct calls as required
- Direct voicemail messages to appropriate staff
- Provide administrative help such as addressing envelopes, making copies, and filing
- Assist potential and current students with class times and locations
- Make calls to volunteers for reminders, follow-up to requests, answers to questions, etc. as requested by program staff
- Assist in the lending library and free book area as needed
- Check-in shipments of supplies

QUALIFICATIONS

- Prior attendance at a Literacy Connects Info Session
- Must be familiar with Microsoft Office, including Word, Excel and Outlook. Knowledge of Google docs is a plus
- Possess good verbal and written skills
- Friendly and outgoing personality
- Ability to multi-task
- Be at least 18 years old with GED or HS diploma

Hours: Literacy Connects is open 9 am to 5 pm, Monday-Friday

Interested? Attend a Literacy Connects Info Session: <http://literacyconnects.org/volunteering/> and contact Leslie Pape by phone or email: 520-882-8006, lpape@literacyconnects.org

Website: www.literacyconnects.org