



RECEPTIONIST VOLUNTEER JOB DESCRIPTION

MISSION

“Helping people, encouraging reconciliation, and connecting them to the local Church.”

POSITION DESCRIPTION

A part-time volunteer position providing hospitality to incoming clients as well as performing various office duties.

OVERALL REQUIREMENTS

It is our desire to serve the community of Moses Lake with the love of Jesus Christ. To do so, we believe that each volunteer should meet a few requirements:

1. **Complete application-** available at office or on website
 2. **Meet with Director**
 3. **Observe current volunteers at work to gain understanding**
 4. **Mentor process-** you will work with current volunteers to learn the “ins & outs” of your position until you are ready to be on your own.
- **Need to have a personal relationship with Jesus Christ as Savior.**
 - **Need to be worshipping at a local, biblical church.**
 - Need to be personable, friendly, kind and non-judgmental toward “clients”.
 - Need to be flexible, able to work with other volunteers (from various churches) and able to receive instructions.
 - Need to have good communication skills.

RECEPTION DUTIES

- Answer incoming phone calls with **warmth and professionalism**.
- Greet incoming “clients” with **grace and kindness**.
- Show **hospitality** to all who wait in the front “waiting” room (water, coffee, food, etc.).
- **Assist** “intake” volunteers with needed information.
- Keep waiting/reception areas **clean**.
- File, email, fax...needed information.
- **Communicate** / answer questions regarding community resources.

TIME REQUIREMENT

We ask that you commit to a minimum of one weekly 3-hour shift at our office. Shifts are Monday – Thursday 9am-12pm and 1pm-4pm. You may volunteer for more than one shift per week.

TRAINING AND RESOURCES

You will be trained and mentored by the Volunteer Coordinator. Assistant Directors and other office volunteers are also available during office hours to help answer questions or guide you through difficult client circumstances. We also have resources regarding other community services available at our office.

QUALIFICATIONS, SKILLS, AND GIFTS

- Good communication skills
- Non-judgmental and compassionate attitude
- Willingness to pray and share faith with others
- Warm and welcoming attitude

BENEFITS TO THE WORKER

An opportunity to touch the lives of those in need in our community. Gain a deeper understanding of the struggles faced by many families and individuals in Moses Lake, as well as the resources available to assist them. Work with other volunteers from a variety of different churches and backgrounds. Allow God to stretch and deepen your own faith as you interact with and care for others during very vulnerable moments in their own lives.