



Reception Volunteer

- Position Overview:** Answer the Action Center's busy main line, responding to caller's needs and questions, and direct walk-in visitors.
- Volunteers provide personal interaction over the phone for clients, donors, volunteers and other callers. They answer questions about the Action Center's programs, connect callers to staff, suggest resources, return messages and occasionally field clients in crisis. They also welcome visitors as they arrive. Training will be provided in order to accurately answer questions. Volunteers may also be asked to complete some administrative tasks.
- Time Commitment:** One or more 4 hour shift(s) per week
- Schedule Options:** Mon - Fri: 8:30am to 12:30pm or 12:30pm to 4:30pm.
- Staff Contact:** Lorraine Alcott and Office Manager
- Requirements:** Ability to provide a friendly and professional initial point of contact
Comfortable with answering phones and a high call volume
Relate well to clients, volunteers, donors, staff and others
Basic computer skills
- Volunteers:** 1 per shift

Step One: Take a tour of the Action Center

Step Two: Come in for a Volunteer Interview

Questions? Ask Lorraine Alcott
303-237-7704 ext. 244
lorrainea@theactioncenterco.org