

Receptionist

Description: Throughout the day at Willis Dady, there are phone calls, donations, and multiple visitors. Since many are directed to different staff in the shelter, having a point person to direct inquiries is instrumental in allowing our agency to function at its greatest capacity. As such, having a volunteer's help allows the shelter in running smoothly throughout the day while allowing our staff to better focus on their jobs.

Location: Willis Dady: 1247 4th Ave SE, Cedar Rapids, IA, 52403

Key Responsibilities:

- Answer the phone and refer the call to the proper party
- Welcome visitors at the front desk, assist them with their needs
- Collecting and recording donations that come throughout the day
- Use the computer to log relevant information

Qualifications:

- Basic computer knowledge
- Great communication skills
- Desire to serve the community

Time Commitment: At least an hour a week during administrative hours of operation, from 7:00 am to 9:00 pm. This scheduled time per week will be finalized during the interview with Willis Dady's staff.

Training: Training will be held by shadowing a current receptionist on a set day & time before volunteering begins. This will help you become comfortable answering the phone and working on the intercom system before you begin. Ongoing support will be provided by all staff, as most will be present in the office with the receptionist during the day.

Benefits:

- Resume Building
- Able to interact with staff and clients at the shelter
- Get a perspective of how the shelter operates
- Contact with community

Organizational Impact: The intercom and phone rings all throughout the day, often interrupting the staff from their tasks at hand. This volunteer performs an extremely helpful task, taking away those distractions so the staff can stay focused on directly serving clients. The volunteer is also impacting the organization of the shelter, allowing our clients, the community, and our staff to more efficiently connect to each other.

Volunteer Supervisor:

Volunteer Coordinator: volunteer@willisdady.org