

STAR COUNCIL JOB DESCRIPTION

Title: Volunteer Receptionist

Qualifications: High School graduate. Previous work experience in social and/or human service related agency preferred. Computer skills and experience in Word and Excel are required.

Position Responsibilities:

- Answer telephone with courtesy, respect and helpfulness. Carefully and completely document messages.
- Greet all visitors with courtesy, respect and helpfulness.
- Notify employees when they have visitors to see them.
- Establish and maintain files, photocopy, send faxes and correlate material as required.
- Maintain ample supply of new client folders for use by Counselors.
- Maintain own work site and reception area. Ensure area is neat and orderly at all times.
- Keep supply closet neat, organized and replenished at all times.
- Provide information regarding STAR Council services and schedules. Disseminate brochures and pamphlets.
- Screen callers for appropriateness and refer non-appropriate callers to other service providers.
- Maintain an information referral directory. Review and document that the directory is up to date each month.
- Schedule appointments based on client need and counselor's schedule.
- Other duties as assigned.

Necessary Skills:

- Ability to communicate effectively, both orally and in writing.
- Knowledge of English grammar, punctuation and forms of correspondence.
- Knowledge of general office practices and procedures.
- Knowledge of computers, printers and have the ability to type accurately.

Physical Requirements: Within the general range of an office environment.

I have received and read a copy of this job description and agree that it is an accurate reflection of my job.

Printed Name: _____

Signature: _____ Date: _____