



**Job Title:** Front Desk Receptionist

**Staff Leader:** Kelly Pham

E-Mail: [kellyp@mynorthshore.org](mailto:kellyp@mynorthshore.org); Phone: 425-286-1020

**Purpose/Objective:** To receive guests/members and welcome them in the warmest way possible as an ambassador of Northshore Senior Center, both in person and on the phone.

**Location:** Northshore Senior Center Front Desk.

**Key Responsibilities:**

- Welcome and provide information and process guests/clients upon arrival at the NSC.
- Keep up with information in the catalog, Navigator, informational notebooks at desk (i.e. Updates) and from staff or volunteer leader and be familiar with NSC facts, programs, services and resources.
- Receipt payments from guests/members for classes/activities, memberships or donations.
- Process membership forms. Check all information for accuracy and completeness and use Salesforce when necessary.
- Present NSC to the public by answering incoming phone lines in a professional, friendly manner and transferring the caller to the appropriate staff or voicemail.
- Complete some administrative and record keeping tasks each shift.
- Maintain an organized, clean, well-supplied and welcoming work area.
- Attend receptionist monthly meetings and trainings (as needed).
- Report any problems or concerns to the Volunteer Leader or Staff Leader.
- As a volunteer, if you are unable to fulfill a scheduled time, you are responsible for contacting another receptionist volunteer to fill your shift.

**Qualifications:**

- Must be welcoming and possess a positive personality, as well as a professional telephone manner.
- Must be able to follow detailed instructions and complete assignments as given, with strong organizational and communication skills.
- Must be able to multi-task, handle money transactions accurately.
- Must possess basic computer skills and keep all information confidential.
- Must complete a volunteer application, sign a volunteer agreement and authorize a background check. All of these items will be completed prior to starting.

**Time Commitment:** This position requires a **minimum** of one 4+ hour shift per week (8AM-12:30PM or 12:15-4:30PM). There will also be a training period associated with this position (see below).

**Training/Support Provided:** Individual, one-on-one training will be provided for a minimum of three 4+-hour sessions (or as needed and agreed to). This training will be provided by the Volunteer Leader or other experienced volunteer, as assigned.

**Why Volunteer at NSC?** Northshore Senior Center's vision is a community where older adults and those who love them are empowered to choose and develop ever more joyful, healthful and meaningful lives. Volunteering at a reception desk offers the chance to gain a new perspective on life while involved in social interaction with older adults, strengthen your skills, and make a difference in other people's lives with the variety of tasks you will experience. Your service can not only put a smile on a participant's face, but also provide much needed support and encouragement.

***Thank you for your interest in and commitment to volunteering at Northshore Senior Center. In signing below, you acknowledge that you have read, understand and commit to the above and also that you have received and understand the activities of the volunteer jobs you have agreed to perform.***

**Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_