

LAFAYETTE URBAN MINISTRY
VOLUNTEER JOB DESCRIPTION: AFTERNOON RECEPTIONIST

JOB TITLE: RECEPTIONIST/OFFICE ASSISTANT
JOB STATUS: VOLUNTEER POSITION
IMMEDIATE SUPERVISOR: OFFICE MANAGER
HOURS: M-F, 12:45PM-4:30PM

PM CLERICAL/RECEPTION TASKS:

- Covers front desk in afternoons
- Answers and directs incoming phone calls, screening calls as directed by staff
- Provides routine information about community services and LUM's various programs
- Welcomes all walk-ins, answering their inquiries or directing them to the appropriate staff person
- Closes office at 4:30pm. Turns off equipment, locks doors as appropriate
- Occasional typing, frequent stuffing , sealing and mailing, some filing
- Accepts monetary donations and issues receipts
- Accepts Jubilee Christmas donations
- Provides new shelter guests with intake forms, copies photo ID, notifies Shelter Director

MINIMUM REQUIREMENTS:

- Strong interpersonal skills and an ability to work cooperatively with diverse people and groups (church, secular, public, private, low-income)
- Good verbal and written communication skills
- Willingness to understand and show compassion for those in need
- Knowledge of/or willingness to learn new phone system and other office equipment