

Caritas of Austin Volunteer: Receptionist



Job Function: Duties include answering the phone and directing visitors to the appropriate department for services. Under the supervision of the Community Access and Facility Manager, the volunteer will perform the following administrative tasks:

CRITICAL JOB ELEMENTS

I. Referral

- A. Provides referral information to callers and visitors' as needed e.g. 211 Hotline.

II. Reception

- A. Receives incoming calls in a courteous and professional manner at all times in accordance with policy.
- B. Greets all visitors/clients in a courteous and professional manner. Refers visitors/clients to appropriate staff member or provides information as needed.
- C. Keeps reception area neat and orderly.
- D. Ensures that all persons entering building are properly signed in.
- E. Opens the building for business by 8:00AM Monday-Friday.

III. Client Services

- A. Maintains client files in the Community Access (reception) area.
- B. Assists in maintaining and updating client/visitor resource materials.
- C. Complies with Caritas client services policies and procedures.
- D. Assists in compiling statistics for program reports.

IV. Organizational Support Functions

- A. Maintains confidentiality regarding all client/visitor information.
- B. Participates in staff meetings and/or training.
- C. Assists Manager in contacting vendors and escorting them to the appropriate area of the building.
- D. Handles other duties as assigned.

V. Other Duties

- A. Develops and improve plans for professional development.
- B. Treats staff, clients, volunteers, and the general public with courtesy and respect.

Time Commitment: Four to six months or a year commitment. The volunteer will serve a minimum of 1 shift (4 and a half hours) per week.

- **Morning Shift:** 8am-12:30pm
- **Afternoon Shift:** 12pm-4:45pm* **(Tuesday afternoon: 12pm-6:45pm)*



Hours of Operation: Monday, Wednesday and Thursday: 8am-4:45pm

Tuesday: 8am – 6:45pm

Friday: 8am – 11:45am

Knowledge/Skills/Ability

- High school diploma or GED and/or two years of customer service experience
- Bilingual English/Spanish required
- Reliable, Dependable and follow through on commitments
- Ability to communicate with Diverse populations
- Computer literate
- Non Judgmental

Orientation/Training/Requirements

- Pre-screening interview
- Criminal Background Check
- Required Direct Service Volunteer Training Classes include completion of the following:
 - **Caritas 101:** What is means to be a Caritas Direct Service Volunteer
 - **Caritas 3:** Understanding the reality of poverty
 - **Caritas 6:** Welcome to Caritas of Austin
- Orientation by the Community Access and Facility Manager

Location: The receptionist volunteer will work at the organization’s second location at **9027 Northgate Dr. Austin, TX 78758.**

Volunteer’s Signature _____ Date _____

Volunteer’s Supervisor _____ Date _____

Contact: *Houmma Garba*, Direct Service Volunteer Coordinator, Caritas of Austin at hgarba@caritasofaustin.org or 512.646.1283.