

Receptionist

Volunteer Position Description



Position & Responsibilities

Role Summary

Volunteer Receptionists serve as the first point of contact to Tubman, providing effective customer service to individuals seeking services or other connections to Tubman. The position includes responding to people in-person, by phone, and via email. Volunteer Receptionists gain an understanding of Tubman programs to best connect community members to the appropriate service or staff person while also providing administrative support to programs and staff.

Impact & Benefits

- Be part of creating a welcoming and safe environment for all at Tubman
- Assist community members in smooth access to Tubman services
- Gain experience in customer service and non-profit work

Position Responsibilities

- Provide good customer service at the front desk as Tubman's initial point of contact, greeting and directing visitors and responding to and forwarding calls and emails
- Create a welcoming environment for all
- Provide administrative support to staff such as mailings, filing, copying, and preparing meeting and client materials
- Assist with special projects as needed

Qualifications & Expectations

Position Qualifications:

- Friendly, flexible, and welcoming demeanor
- Ability to communicate professionally and warmly in-person, via email, and by phone
- Excellent organizational skills, attention to detail, and follow-through
- Ability to work independently and to collaborate with a team
- Demonstrated ability to maintain appropriate boundaries and confidentiality
- Understand and work from Tubman's values and approaches to serving people experiencing trauma
- Ability to work with diverse teams and clients to foster a culturally inclusive environment that values people's identities and multiple dimensions of diversity and experience
- Experience with Microsoft Office suite including Word, Excel, and PowerPoint

Time Commitment & Availability

- 2-8 hours per week for a minimum of 4 months - Flexible daytime weekday shifts available

Supervision & Training

- Supervised by Tubman Receptionist/Program Assistant staff
- Attend Tubman Orientation and on-the-job training

Organization

Tubman offers safety, hope, and healing to people of all ages, genders, and cultural backgrounds who are facing relationship violence, sexual assault, exploitation, homelessness, addiction, mental health challenges, or other forms of trauma. We provide safe shelter and housing, legal services, mental and chemical health services, youth programs, and more. www.tubman.org

Black, Indigenous, and people of color, multilingual speakers, people of all gender identities, people with disabilities, and veterans are all encouraged to apply.