



FRONT DESK VOLUNTEER

The Front Desk volunteer will greet visitors warmly and make sure they are comfortable. The Front Desk volunteer will also work with the Outreach staff to handle the front office and administrative duties. These duties will include answering phones, handling ministry inquiries, mailing distributions, and making copies. The Front Desk volunteer is an on call volunteer position; calls for coverage are within a 24 hour notice and when the receptionist is scheduled off for a vacation.

Ministry Area/Department	Outreach
Position	Front Desk Volunteer
Accountable To	Outreach Manager
Ministry Target	Food pantry / clothing pantry guests
Position Is	Volunteer
Position May Be Filled By	Church member
Minimum Maturity Level	Stable, maturing Christian
Spiritual Gifts	Administration, evangelism
Talents or Abilities Desired	Organizational skills, good communicator, ability to multi-task
Best Personality Traits	Dependable and pleasant
Passion For	Helping people in need
Length of Service Commitment	1 year minimum

ANTICIPATED TIME COMMITMENTS

1. **Doing ministry:** 8-16 hours per month or as needed
2. **Participating in meetings/training:** Quarterly

RESPONSIBILITIES/DUTIES

1. Participate in training opportunities as offered.
2. Answer phones and route calls to a specific staff member.
3. Answer inquiries about ministry.
4. Greet visitors warmly and make sure they are comfortable.
5. Inform food pantry volunteers when guests in the front lobby.
6. Ensure reception area is neat and clean.
7. Other responsibilities as assigned by Outreach staff.