



VOLUNTEER POSITION DESCRIPTION

Front Desk Receptionist Volunteer

Position Title: Front Desk Receptionist Volunteer

Operations Support: Reception / Finance Team

Reports To: Receptionist / Finance & Admin Assistant

Time Commitment:

Position is ongoing: 2-4 hour shifts once or twice a week

Position Summary:

Volunteer will support the Finance and Admin Department by assisting with a variety of administrative and reception related tasks. Primary focus will be on covering duties at the front desk.

Essential Duties and Responsibilities:

- Answer multiple incoming phone lines and direct callers to appropriate departments / personnel / hotlines
- Greet all visitors and ensure guests sign in and receive badges; notify staff of visitors
- Receive packages and mail from deliveries
- Direct guests with GIK donations to donations bay or receive donations when applicable
- Represent MTI in a professional, positive, and enthusiastic way

Other Duties:

- Other duties as assigned

Desired Minimum Qualifications:

- Experience as an administrative assistant, or in office setting
- Intermediate skills in Microsoft Office Suite (Outlook, Excel, Word)

Tools and Equipment Used:

- Computer
- Microsoft Office Suite
- Phone & Attendant Pro Software

Physical Demands:

- Sitting at a computer for extended periods of time
- Ability to lift up to 10 pounds
- Carrying stacks of files
- Scanning and copying