

YWCA IS ON A MISSION

Front Desk Volunteer

Under the supervision of the Office Coordinator, the Front Desk Volunteer will be responsible for supporting various administrative projects and day-to-day duties for the organization. The Front Desk Volunteer must demonstrate a commitment to serving YWCA NEIN's clients and upholding the YWCA mission.

This is an on-site volunteer position.

Roles & Duties:

- Maintain screening procedures for admission to building
- Responsible for operating a multi-line phone, maintaining guest records, and directing clients and guests to the appropriate department
- Greet visitors and direct them to sign in/out appropriately
- Receive mail and package deliveries on behalf of YWCA staff and clients
- Monitoring the security cameras and front door for safety
- Basic office organization, including maintaining the Front Desk Binder
- Responsible for following all established policies and procedures
- Abide by the YWCA Northeast Indiana Code of Conduct, Non-Interference Policy
- Maintain client and staff confidentiality
- Other duties as assigned

Skills & Qualifications:

- Ability to learn and operate a multi-line phone
- Basic knowledge of computer programs (i.e. Google Chrome, Microsoft Suite)
- Ability to communicate effectively with different cultural groups
- Ability to react calmly and professionally in an emergency situation
- Ability to effectively work as a part of a multidisciplinary team
- Effective active listening skills
- Effective oral and written communication skills
- Effective reasoning abilities and critical thinking skills
- Ability to sit at a computer work station for extended periods of time
- Moderate lifting and carrying (up to 30 lb)
- Occasional high stress may be experienced in dealing with clients, staff, and volunteers

Time commitment:

- Reception desk is open Monday-Friday 9am-5pm
- We would like volunteers to commit to at least one 4-hour shift per week

Requirements:

- Limited state background checks
- Volunteer Orientation (3-4 hour commitment)
- 1 week training with Office Coordinator

To apply: complete online volunteer application <https://ywcanein.com/volunteer>



Partner Agency

eliminating racism
empowering women
ywca

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