



Volunteer Receptionist Job Description

Job Title	Receptionist	Job Category	Part-Time
Location	8201 Calmont Avenue, Fort Worth TX 76116	Travel Required	Routine travel within the coverage area
Level/Salary Range	Volunteer Position	Website	www.lvtrise.org
Reporting to	Program Director	Date Posted	02/08/2021

Position Summary:

The Volunteer Receptionist position will help manage the Rise Community Center lobby. This person will need excellent customer service and organizational skills. Along with the Receptionist, they will be the first point of contact for all Rise Community Center visitors. They will demonstrate a professional image of the LVTRise brand at all times and be able to communicate effectively to visitors LVTRise mission and values.

Responsibilities and Duties:

The volunteer receptionist will cover the front desk and work with the Rise Receptionist to manage the Rise Community Center Lobby. The volunteer will assist with opening and closing building procedures. They will greet and check-in guests, which includes temperature checks and covid screening questions, and ensure the visitors are accounted for while in the building. Be able to manage visitor check-ins and check-outs. This position will answer phone calls and help community members reach the correct contact. Ensure community members are following CDC building guidelines. Assists with set-up and breakdown of events. Assist with building operations and maintenance to ensure the highest level of member experience. Assist with managing card activations and community mailbox program. The volunteer receptionist will assist with both laptop and locker key check in & check out. Ensure the building is clean and well kept after visitors, which includes routine sanitation. Keep coffee fresh and hot throughout the day, while keeping the meeting and break areas clean, organized, fully stocked and prepared for the next partner/event. Identify safety issues for escalation to the Program Director, security guard, or Executive Director, including the assembly of incident reports and camera footage as needed.

Qualifications and Skills:

- High school diploma or equivalent required. Bilingual preferred.
- Must be highly motivated and practice customer service to both community members and staff.
- Operates and uses modern office equipment including computer and phone system.
- Ability to: Communicate clearly and effectively; Methods and techniques of building cleaning practices, supplies, and equipment

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling, and lifting. This position may occasionally require heavy lifting.

Please send all resumes to amortimer@lvtrise.org