

## **DESCRIPTION for Volunteer Receptionist**

**Position Title:** Receptionist

**Reports to:** Finance & Administrative Director

### **Purpose:**

The receptionist is responsible for all reception duties on behalf of the Association while also allowing the volunteer receptionist the satisfaction of giving back to the community through volunteer work. This is a vital position at the Association! Being received into the Association's business office in a welcoming, friendly, and helpful manner is crucial in forming a good first impression of our organization.

### **Responsibilities:**

- Work as part of the Association team. The atmosphere in the reception area should be helpful, professional, welcoming, and friendly
- Answer the telephone in a pleasant and professional manner. Transfer calls quickly to the appropriate staff member or to their voicemail.
- Deal with inquiries at reception and maintain a clean, tidy environment in the reception area; ensure brochures are well stocked at all times.
- Provide an efficient reception service, often working on own initiative, carrying out administration duties to a high standard. Accuracy and speed of work is essential.
- Take delivery of orders from suppliers; take monthly stock of stationery supplies.
- Responsible for handling all outgoing mail, posting and recording incoming mail when required, and bulk mail projects as requested.
- Responsible for processing deliveries, and handling, distributing, and sending faxes.
- Carry out other appropriate duties as requested by the administrative director and staff.

### **Qualifications:**

- Smart professional individual who has the ability to work as part of a team or under own initiative
- Pleasant, helpful, and professional telephone manner
- Experience in computer database input/management with good working knowledge of Microsoft Office Suite (at least MS Word and Excel)
- Working knowledge of basic office equipment such as copier, fax, and scanner
- Ability to do research and other projects on the internet
- Ability to prioritize workload to meet deadlines required by staff
- Excellent communication skills both verbal and written
- Mail sorting, logging, and distribution
- Good proofreading skills
- Able to work flexible hours to satisfy needs of the team and the Association
- Professional appearance
- Must provide own transportation

### **Advantageous:**

- Knowledge of symphonic music a plus

**Terms and Conditions:**

- Hours: 4 hours per week, including some evening and weekend work
- Some driving may be required

**You will be required to provide the following:**

- Completed Volunteer Application Form (An application can be found online at our website: [eugenesymphony.org](http://eugenesymphony.org)).