Triangle Family Services

**Volunteer Front Desk Receptionist - Part-Time**

**Volunteer Position Title:** Front Desk Receptionist

**Volunteer Position Start Date:** Immediately

**Department:** Administration

**Reports To:** Volunteer Coordinator

**FLSA Category:** Volunteer Position

**Pay Range:** $0.00

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Triangle Family Services (TFS) is a dynamic nonprofit human services agency with an 87-year history of serving families in crisis in Wake County and surrounding communities. Our lifechanging programmatic work includes trauma-focused mental health services, domestic violence interventions, supervised visitation, housing stabilization services, homeless engagement, and financial counseling. ([www.tfsnc.org](http://www.tfsnc.org)).

**Volunteer Summary Statement**

A Volunteer Front Desk Receptionist will work closely with office staff to support daily front desk operations. Their job is to manage their office tasks while also answering calls from customers, answering questions, and helping visitors locate the correct office. This role requires excellent organizational skills, a friendly demeanor, and the ability to communicate with people from diverse backgrounds and experience.

**Volunteer Receptionist Duties & Responsibilities**

* Answering and transferring phone calls to employees
* Greeting and assisting visitors to ensure all guests, clients, and patients receive a warm welcome and are directed to the appropriate person or department.
* Sorting, and delivering mail to employees.
* Responding to customers’ inquiries in a polite and timely manner.
* Performing clerical tasks within the office setting.
* Taking inventory of office supplies and placing orders accordingly.

**Values**

* Integrity: We act in a manner consistent with our words and beliefs
* Honesty: We deal with each other in a straightforward manner
* Respect: We treat others with care and consideration
* Courage: We pursue our beliefs with strength and perseverance
* Diversity: We seek; value; and respect differences among our teammates
* Balance: We strive for stability and vitality in our lives

**Volunteer Hours and Conditions**

On-site volunteers work in 4-hour shifts – morning, early afternoon, or late afternoon – on various days of the week including weekends. Must be able to sit or stand for varied periods of time throughout the day.

This volunteer position will function in a fast-paced environment that requires both independence and collaboration; TFS identifies teamwork as one of our core workplace values. Most TFS employees wear multiple hats and regularly encounter opportunities to expand their skills, knowledge, and reach. We take our commitment to our clients and our donors very seriously: we work hard. We also, however, find joy, hope and fun in our daily work activities and collegial interactions.

Please submit a cover letter to volunteer@tfsnc.org with the position title (**Volunteer Front Desk Receptionist - Part-Time**) in the subject line.