American Red Cross
WV Region

Job Description

POSITION TITLE: Volunteer Receptionist
LOCATION: Kanawha County Office
REPORTS TO: Business Services Administrator
SUPERVISES: No direct reports

JOB SUMMARY:
Reporting to the Business Services Administrator, the Volunteer Receptionist is responsible for providing customer service support at the front desk of the American Red Cross office. This position is also responsible for administrative tasks as assigned by the Business Services Administrator.

MAJOR RESPONSIBILITIES:
1. Customer Service: Responsible for answering incoming calls to the American Red Cross office, answering general inquiries and directing callers to the appropriate staff. Also greets and registers guests entering the building.
2. Administrative: May be called upon to assist the Business Services Administrator and other building staff in light administrative support.
3. Other: Additional duties assigned by the Business Services Administrator to carry out the mission of the American Red Cross to mitigate the suffering of humanity or other duties in support of all Red Cross programs.

QUALIFICATIONS:
- High School Diploma/GED required.
- Experience in customer service and multi-line phone systems preferred.
- Strong professional oral communication and interpersonal skills required.
- Ability to manage multiple tasks is desired.
- Must be able to sit for long periods of time.
- Beginning to Intermediate Microsoft Office applications skills required.

WORKING CONDITIONS:
Work is performed in an office environment. The Receptionist is expected to greet telephone and walk-in promptly, accurately, professionally, and courteously at all times. He/she is required to sit for long periods of time. At times the front desk can be fast-paced. He/She is required to handle multiple tasks at one time and be able to work well under pressure.

June 30, 2011
** This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with this position. While this is intended to be an accurate general reflection of the current position, management reserves the right to revise the position or to require that other or different tasks, functions, duties or responsibilities, at management’s sole discretion, be performed, including but not limited to emergencies, changes in personnel, workload, etc.