## OFFICE SUPPORT (FRONT DESK RECEPTIONIST)

Front Desk Volunteers act as the face of World Relief, interacting with clients and other interested parties coming into the office or calling by phone. The front desk volunteer helps connect individuals to the appropriate department or staff member to best meet the needs of the individual making a request.

**Reports To:** Office Coordinator Intern

**Time Commitment**
**Hours per Week:** 4 hours per week, M, T, W, or F, morning or evening shift
**Duration:** 6+ months

**Responsibilities**
- Create a welcoming environment as the first point of contact for the office.
- Answer phones and transfer calls to the appropriate department.
- Interact with visitors and help them find the correct case worker and/or department to address their need.
- Collect detailed information from visitors on their needs and requests.
- Relay information to the interested parties regarding our organization's current needs and how to engage.
- Help record in-kind donations brought in by visitors

**Requirements**
- Support of World Relief mission and values
- Strong communication skills
- Sensitivity and openness to persons of culturally diverse backgrounds and with low English proficiency
- Proficiency in Microsoft Office platforms such as Teams and Outlook
- High English proficiency
- Second language proficiency is advantageous
- Must pass a criminal background check through Sterling Volunteers (cost $21)

**Initial Training required of all World Relief Volunteers**
- Complete Volunteer Application on the World Relief Volunteer Portal
  https://worldrelief.powerappsportals.com/?wroffice=spokane
- Complete US Programs New Volunteer Orientation (link on the Volunteer Portal)
- Attend Local Volunteer Orientation (1.5 hours)

**Additional Role Specific Training**
- Use of the phone system
- Appropriate logging of Gift-in-Kind donations
- Completion of the following online course on *The Workshop* within the first month of service: https://worldrelief.thinkific.com/pages/world-relief-spokane
  - *The Resettlement Process* (duration 45 min)

*NOTE: Use Coupon Code: **wrspokane** to waive course fees when you register