

Child and Family Resource Council

Weekly Lunch Coverage Volunteer Job Description



protecting children,
supporting families,
and strengthening
our community

PRIMARY DUTIES & RESPONSIBILITIES:

1. Provides temporary receptionist duties on a weekly basis for the Child and Family Resource Council while the Receptionist takes a one-hour lunch break. Tasks include answering and redirecting phone calls, greeting and assisting visitors and generally providing assistance and a positive first impression of the Council.
2. Opens incoming Connections program surveys from the mail if available, date-stamps and organizes surveys neatly for Connections Manager.
3. Enters data (contact information) for callers requesting to be added to the 2007 Family Resource Guide Waiting List spreadsheet in Microsoft Excel (if time/as needed).
4. Enters data (Community Education program survey results) into Microsoft Access database (if time/as needed.)

REQUIRED EDUCATION, TRAINING & WORK EXPERIENCE:

Requires minimum of one year work experience performing clerical and administrative work. Bilingual ability (Spanish) would be useful. Prefer training in business and/or office situations.

COMMUNICATION REQUIREMENTS:

1. Requires the ability to hear and listen well and process incoming calls from multiple lines.
2. Requires a positive demeanor and interpersonal communication skill in handling Council visitors, incoming phone calls and in serving the staff administrative needs if necessary; requires multitasking in an office setting.
3. Requires adherence to Council's confidentiality agreement.

COMPUTERS AND OFFICE EQUIPMENT SKILLS:

Experience in working with all types of office equipment including personal computers, Microsoft Office (Outlook e-mail, Excel, Word and Access), copy machines, printers, fax, etc.

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A Heart of West Michigan
United Way Agency