



**Job Title:** Volunteer Receptionist

**Department:** Easter Seals Oklahoma Administration

**Supervisor:** Director of Operations

**Position Status:** Volunteer

**OBJECTIVES OF THE JOB:** The Volunteer Receptionist performs receptionist and clerical duties for Easter Seals Oklahoma.

**DUTIES AND RESPONSIBILITIES:**

1. Serves as first line operator of the multi-line telephone system. Receive and screen incoming calls. Handle routine matters and refer to others as appropriate. Make needed appointments as directed. Take and transmit clear and concise messages in a timely manner.
2. Records phone calls by department.
3. Greets parents, clients and guests as they enter the door. Open door for adult participants that need help. Have all guests sign in and issues guest a VISITOR badge. Retrieves VISITOR badges upon exit.
4. Notify appropriate staff of visitors.
5. Makes appointments for the CDC.
6. Assist Executive Assistant or Director of Operations with opening mail on a daily basis.
7. Maintain a high level of confidentiality.
8. Keep office entrance and conference area neat and uncluttered.
9. Perform other duties as assigned and work as a team member with Easter Seals Oklahoma staff and administration.

**QUALIFICATIONS:**

- Organizational and clerical skills
- Professional and courteous demeanor
- Knowledge and willingness to fully utilize office computer equipment and software
- Fax, Multi-phone line system, copy machine experience

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the volunteer is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The volunteer must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work is primarily indoors, but requires volunteer to be in an outdoor environment when traveling off site.
- Volunteer will be exposed to frequent noise caused by office conversation, telephones and office machines.

I acknowledge receipt and understanding of this job description. I verify that I am capable of and willing to fulfill all essential functions of this position. I understand that the job requirements may vary. I am willing to be flexible and willing to do various jobs that are not listed, as the need arises.

Signature of Volunteer\_\_\_\_\_ Date\_\_\_\_\_

Signature of Director\_\_\_\_\_ Date\_\_\_\_\_

Signature of President/CEO\_\_\_\_\_ Date\_\_\_\_\_