



Title: FRONT DESK HELPER
Reports To: Chief Financial Officer, with task direction from Front Desk Personnel
Type: Volunteer Position
Duration: Fall 2019, Spring 2020 and/or Summer 2020 ongoing

Position Summary:

Greet people as they enter our main office located in St Paul and create a welcoming environment for our guests. Community Action Partnership of Ramsey & Washington Counties is committed to providing low-income families assistance.

Benefits of Volunteering:

Learn about a busy office setting while gaining professional skills. Knowledge that you are helping children & families thrive!

Essential Functions:

Duties & Responsibilities:

- Greet visitors to the building and direct them to the correct office
- Turn in a timesheet monthly
- Answer inquiry telephone calls, and forward the calls as needed
- Other duties as assigned

Safety: Responsible for conducting all duties in a safe manner.

Affirmative Action: Responsible to follow affirmative action plan as set forth and signed by the Board of Directors.

Qualifications:

Education & Experience:

- Must be at least 18 years of age
- Customer service experience and skills

Abilities & Skills: In order to be successful in this position, the volunteer will at minimum need to possess the following abilities and skills:

- Able to learn about the many services and organizations located within our building
- Able to work independently after task described, and ask for help when needed
- Flexibility to assist in a busy, sometimes loud, and dynamic environment/work space
- Computer skills (Microsoft office suite) desired
- Must be comfortable interacting with people of diverse backgrounds, education, economic status, and culture
- Demonstrated ability to handle confidential information in a professional and discreet manner
- Fluency in English language (written and spoken). Bilingual in Hmong, Karen, Nepali, Somali, Spanish or another language desired
- Must successfully pass a criminal background check and provide references
- Ability to turn in timesheet on a monthly basis to the Volunteer Specialist

Physical Requirements:

Normal office exertion required.

Mental Requirements:

Normal office requirements.

Environmental Requirements:

Normal office environment, front lobby may experience temperature fluctuations

Time Commitment:

All volunteers must be able to commit 2+ hours at least 2+ times per month for 3+ months. Office hours are from 8:00am-4:30pm Monday – Friday, scheduled with the supervisor. Hours of 9am to 2pm are busiest and most preferred

Location:

450 Syndicate St North, St Paul, MN 55104 (Office is located on the Green Line train route.)

REGISTRATION INFORMATION:

Complete an Ongoing Registration Form at www.caprw.org/volunteer and

email/scan resume & references to volunteers@caprw.org

Questions? Email or call 651-603-5979

The mission of **Community Action** is to reduce the causes of poverty and its impact on people's lives in our community. Community Action Partnership of Ramsey & Washington Counties provides a variety of programs including Energy Assistance, Energy Conservation, Head Start, Early Head Start, Civic and Community Engagement Programs. Visit www.caprw.org to learn more.

Note: The above statements are intended to describe the nature and level of efforts being performed by persons assigned to this volunteer position. They are not intended to be an exhaustive listing of all responsibilities, duties, and skills required, and management reserves the right to make modifications at their discretion.

2019