

Position Title: FRONT DESK/PROGRAM SUPPORT

Department: Volunteer Center of Whatcom County, Front Desk

SUPERVISOR: Summer Starr

Hours and commitment: Monday through Friday, 10am – 3pm (some flexibility, but committed, regular shifts), 5 to 20 hours weekly; minimum 3-month commitment

OUR Mission: *To act as a catalyst for positive change, both in the community and in the lives of the people we serve.*

Position Summary:

The Front Desk/Program Support position carries out the duties associated with the VCWC Virtual Front Desk with an emphasis on tasks associated with our programs and communications, such as phone, emails, and marketing.

Essential Duties and Responsibilities:

- Answer Front Desk calls and respond to the calls appropriately, forwarding when necessary.
- Check both Front Desk and personal emails and respond to emails appropriately, forwarding when necessary.
- Conduct information sessions with walk-in volunteers.
- Assist potential volunteers and community partners with online registration.
- Complete Monthly Inquiries Tracking Sheet.
- Complete the Hot Sheet and publish on a weekly basis.
- Transfer new contacts from Get Connected/Galaxy Digital to Constant Contact.
- Complete the monthly Event Guide on or around the 15th.
- Update Facebook weekly.
- Support services for the Volunteer Chore Program, as needed.
- Support services for the House 2 Home Program, as needed.
- Update/maintain Court Mandated Community Service Sheet and forward to local court systems.
- Maintain FAQ sheet.

DESIRABLE SKILLS:

- Personable disposition and professional judgment.
- Ability to prioritize and work with deadlines.
- Experience with online registration systems preferred.
- Experience with online publications and marketing materials preferred.
- Experience with social media preferred.
- Basic office skills, including Microsoft Office preferred.
- Discretion with privileged information.

- Professional social service standards and ethics imperative.

Training:

Training will be provided for selected candidates. Volunteers are expected to attend any and all mandatory trainings.

PHYSICAL REQUIREMENTS:

Work space has stairs, and there is no elevator. Position requires long-term sitting at a desk.

Volunteer REQUIREMENTS:

Volunteer will be background checked, including criminal history.

WORKING CONDITIONS:

Work is generally performed in quiet office, but volunteer may occasionally be asked to attend events outside of the usual work environment.

BENEFITS:

- Gain experience in office skills with a focus on communications.
- Opportunity to positively contribute to the community.
- Form and cultivate both professional and personal relationships.

Application deadline:

Open until filled.