

Volunteer Opportunity Description Form

Position Title: Front Desk Receptionist

Supervisor: Leah Madonich

How you can contribute: Be the first point of contact for the public, provide information to patrons over the phone and in person. Provide excellent customer service and maintain an organized workspace. Communicate with the Supervisors and Coordinator and keep up-to-date on Senior Center information.

Volunteer Tasks: Answer phones, transfer phones, greet patrons and remind them to sign in. Note daily class attendance for all activities. Sell tickets and collect money for monthly parties, trips, and distribute sports' league schedules. Accept payment for craft sales. Take messages for Supervisors and Coordinator. Limit public access behind the desk area. Filing of intake forms and membership applications.

Helpful prior experience: Previous administrative or customer service experience.

Training: Receptionists will receive training on the class schedules, trips, and current events around the Senior Center. They will receive an orientation packet outlining the duties of the full-time staff, important contact numbers, and best practices when answering questions at the desk.

Benefits for San Bruno Senior Center: Create a welcoming and warm environment, provide the public with necessary information about the Center, reduce the number of phone calls for full-time staff to answer, and help manage administrative tasks.