

Volunteer Position Description Volunteer Receptionist



**Greater Cleveland
Food Bank**

Purpose: The Volunteer Receptionist will provide support and coverage at the front desk of the GCFB Partner Distribution Hub (13815 Coit Road, Cleveland, OH 44110).

Key Responsibilities:

- As the first point-of-contact at the Food Bank, offers a friendly, positive, inclusive, and customer service-oriented demeanor at all times – whether in person, over the phone, or via email.
- Greets visitors and directs them as appropriate.
- Answers phone calls and directs them to the appropriate staff members.
- Provides basic Food Bank information in person and via phone.
- Checks-in and directs volunteers to their project area in the absence of the Volunteer Experience Team.
- Maintains visitor and delivery logs in Envoy (Visitor Management Software).
- Assists donors with financial and food donations and provides receipts upon request.
- Sorts and distributes mail as it arrives.
- Other functions as appropriate.

Qualifications:

- Volunteers may have prior experience in customer service or call centers.
- Strong communication skills.
- Comfortable interacting with people from diverse backgrounds.
- Familiar with office technology and procedures (computers and phone systems).

Time Commitment: Ideally, we are seeking weekly commitments for the following time blocks (with flexibility):

Mondays: 8:30am-1:00pm and 2:00-6:00pm

Thursdays: 8:30am-1:00pm and 2:00-6:00pm

Tuesdays: 8:30am-1:00pm and 2:00-6:00pm

Fridays: 8:30am-1:00pm

Wednesdays: 8:30am-1:00pm and 2:00-6:00pm

Support: Training will be provided by GCFB staff. A GCFB staff point-of-contact will be available onsite to answer questions as they arise.

Dress Code: Business Casual and Food Bank Logoed Attire

Responsible To: Christine Cotter, Volunteer Experience Assistant

To learn more or to express interest in the role, please contact Christine Cotter via email (ccotter@clevelandfoodbank.org) or phone (216-738-2265 x2118) at your convenience.

The Greater Cleveland Food Bank works to ensure that everyone in our communities has the nutritious food that they need every day.