

Volunteer Position Description Volunteer Receptionist



Greater Cleveland
Food Bank

Purpose: The Volunteer Receptionist will provide support and coverage at the front desk during the absence of the Receptionist.

Key Responsibilities:

- Greet visitors and direct as appropriate
- Maintain visitor log
- Refer volunteers to the Volunteer Services Department
- Assist donors with financial and food donations and provide receipts upon request
- Answer phone calls and forward using Digium Switchboard
- Refer to “Daily Receptionist Responsibilities”
- Act as Emergency Telephone Coordinator as necessary
- 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: As coverage needs arise, volunteers will be contacted and able to sign up for shifts as their schedule permits.

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

Dress Code: Business casual

Responsible To: JoAnn Burnett, Receptionist; David Mraz, Human Resource Manager

To learn more or to express interest in the role, please contact Matt Jackson via email (mjackson@clevelandfoodbank.org) or phone (216-738-2069) 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.