

**Receptionist Volunteer Position Description**

**Program Recruiting Volunteer**: Rocky’s Agency on Aging

**Position Supervised by**: Education and Outreach Coordinator

**Minimum Commitment**: Any weekday between 8am to 4pm

**Contact**: Michele Mathot

 Phone: (406) 441-3985

 Email: mmathot@rmdc.net

**Program Overview**: Rocky’s Agency on Aging builds choice, dignity, and engagement of older adults in partnership with the communities of our six-county area of service. Our services include medicare and medicaid counseling, evidence-based classes, and caregiver services. We also provide free I-Pads and robotic pets for our clients.

**Position Overview**: The receptionist will be the friendly greeter of Rocky’s Agency on Aging, welcoming clients as they arrive and directing them to wait or enter their appointments.

**Key Responsabilities**:

* Greet visitors and direct them to the appropriate staff member
* Answer phone calls and direct them to the appropriate staff member
* Provide general administrative support to staff, such as filing, data entry, and scheduling appointments
* Maintain a clean and organized reception area

**Qualifications**:

* Great attitude and friendly demeanor.
* Comfortable working with older adults.
* Able to work well with all Rocky Aging staff.

**Requirements:**

* Excellent communication and interpersonal skills
* Ability to work independently and as part of a team
* Basic computer skills, including proficiency in Microsoft Office
* Previous experience in a receptionist or administrative role is preferred but not required

**Benefits**:

* This is a great opportunity to become part of an awesome team!
* If the volunteer needs a letter of reference, Rocky Aging will provide one after three months of service.
* If the volunteer wants more experience in social work, this position would be a great introduction to all of our services!

**Support**: The volunteer would be a welcomed member of our team!

**Commitment**: Position would take place in three or four hour shifts, Monday through Friday.

**Location**: Rocky’s Agency on Aging is located at 1398 Warehouse Ave. in Helena, MT 59601.

**Goal of the Position**: This position will ensure that our clients feel welcome and that they enter their appointments when our team members are ready to assist them.

**I have read the above Volunteer Position Description and agree to perform these responsibilities (to be signed at orientation).**

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Signature of Volunteer Date

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Signature of Program Coordinator Date