Mason County Senior Activities Center

Job Description

Receptionist

Purpose: To act as a representative of the Mason County Senior Activities Association greeting and welcoming people into the Center in a friendly and professional manner; and to support the Staff at the MCSAA Center. *Reception* *Volunteers are expected to act with integrity regarding all donations and maintain the confidentiality of any and all information that they may have access to.*

This position requires a friendly, professional, detail- oriented person who is able to multi-task in a calm manner in a fast-paced environment.

Time: Approximately 4 hour shifts from 7:50-Noon M-F, Noon -4:15 M-TH, and Noon -3:15 Fri

Duties:

* Provide customer service using appropriate professional and friendly interpersonal skills.
* Make sure you have signed in on the Center’s Kiosk as attending the center and for your volunteer hours.
* Ensure that anyone coming into the Center is signed in on the Kiosk as either a Guest or a member
* Assist people with using the Kiosk
* Operate a multi-line phone system.
* Answer, assess, and announce incoming calls to staff using a friendly and professional manner
* Take neat, complete & accurate phone messages if Staff is unavailable
* Provide Center information to members and potential members In a fun, upbeat & enthusiastic manner
* Accurately complete membership forms and files.
* Neatly & accurately register people for classes, trips, and activities.
* Promote upcoming/current activities, raffles, trips, events and classes.
* Accurately make change, complete financial transactions and give receipts.
* Take donations. Put medical equipment in the front storeroom and alert the Activity Coordinator when there are items to go in the back storeroom
* All other duties as assigned by the Center Staff.

If we have no Host available:

* Set up and maintain the beverage and snack area in the dining room. Monitor and Make coffee as needed throughout your shift. Set out snacks as scheduled and needed. Replenish inventory of napkins, plates, cups, creamers, coffee as well a soda and water in the small fridge (informing the Activity Coordinator when stock is needed from the storeroom). Maintain cleanliness of the beverage and snack area.
* Maintain cleanliness and organization in the reception and lounge area.
* Turn off coffee burners, empty and rinse coffee pots and clean the beverage and snack area putting food away in the large refrigerator. Pour out sanitizer.
* Keep the Abundance Table clean and the bulletin boards up to date.

 Revised October 06, 2015

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