

## Volunteer Receptionist

### Purpose:

A Volunteer Receptionist will join the Agency in strengthening onsite, in-person services to the community we serve. The receptionist is expected to interact with community members and clients and maintain the visitor logbook.

### Agency contacts:

Volunteer Services – [volunteer@camarin.org](mailto:volunteer@camarin.org)

### Responsibilities and duties:

- Welcome and greet visitors in a polite and friendly manner.
- Maintain the reception and other Agency common areas according to local, state, federal, and Agency social distancing guidelines and periodically sanitize high touch surfaces.
- Assist with client intake, and completing forms for special programs.
- Receive training on directing clients to services.
- Answer the phone as clients call and help them access services by sharing about the agency as well as completing materials on their behalf, as instructed by Safety Net Services Manager.
- Communicate with Agency personnel appropriately.
- Adhere to Agency privacy and confidentiality standards, and code of ethics.
- Communicates with individuals in a respectful manner and responsive approach to differing beliefs and practices, sexual orientations, disability statuses, gender identities, ages, cultural preferences, linguistic needs, and other state and federal protected statuses.

### Time commitment:

- Tuesday, 10am – 2:00pm

### Required skills and qualifications:

#### Skills & Qualifications

- 18+ years of age.
- Customer Service experience desired.
- Ability to engage with the public in an empathetic, culturally responsible manner.
- Basic technical knowledge (i.e. iPad, Microsoft Office, walkie-talkie).

- Organized, creative, and detail-oriented.
- Verbal communication skills.
- Demonstrate a positive attitude and welcome a collaborative work environment.
- Bi-lingual in Spanish and English preferred. Spanish or English only speaking considered.

**Benefits to volunteer:**

- Volunteer for Marin County's largest nonprofit social services provider.
- Assist Community Action Marin with embodying a whole-family approach.
- Professional development.
- Make a tangible impact within the community.
- Fun, inclusive, and engaging work-environment.

**Location:**

- 555 Northgate Drive, San Rafael, CA 94903

**Reasonable Accommodations:**

This opportunity may involve physical demands (e.g., climb stairs, carrying, lifting, etc.) as the actions are essential function to the role. Reasonable accommodations may be made to enable individuals with qualifying disabilities to perform essential functions.