

Senior PharmAssist Job Description

Title: Volunteer Receptionist

Description of Work:

The Volunteer Receptionist shall be responsible for managing reception area activities, including taking and transferring phone calls. This volunteer will be a friendly face who greets people as they arrive for appointments, information, or questions.

All work is to be directed toward SPA's mission of promoting healthier living for Durham seniors by helping them obtain and better manage needed medications, and by providing health education, Medicare insurance counseling, community referral, and advocacy.

Typical Duties:

- Answers the telephone, listens to voicemails, and directs calls/messages to the appropriate person.
- Greets visitors to the office and directs them to the appropriate person.
- Make sure the reception area is neat (brochures, reading material neatly arranged, etc.)
- Assist with additional tasks as needed (i.e. photocopying, addressing letters, etc.)

Organizational Relationship:

The receptionist receives training and guidance from the Operations Director.

Performance Standards:

- Must be able to work well with older adults. Must be caring, warm, and professional.
- Must have good oral and written communication skills.
- Must be able to maintain effective working relationships with staff and volunteers.

Qualifications:

- Basic computer skills.
- Excellent customer service and phone etiquette.
- Volunteer term is for six months with an option to continue.