

DESK/TELEPHONE COORDINATOR JOB DESCRIPTION

Train desk volunteers:

1. Keep desk and telephones staffed during business hours – Monday through Friday 9:00 am to 5:00 pm and Saturdays 9:00 am to 12:00 pm.
 - a. We have some seasonal volunteers who leave during the summer. These vacancies will need to be filled.
 - b. Fill in on desk when not staffed.
2. Make sure all information is updated on the list on the wall with all desk volunteer information.
3. Instruct volunteers on switching phone to night owl volunteer (very important – phones need to be answered 24/7).
4. Help fold meeting schedules when necessary.
5. Remember to practice patience, love and tolerance when dealing with people in general.