THE INSTITUTE FOR HUMAN SERVICES, INC.

# Volunteer: IHS Receptionist

**Reporting Relationship:** Reports to the Executive Director/Operations Manager

**General Summary of Volunteer Duties:**
The Receptionist serves as the front-line ambassador for IHS, providing welcoming, professional, and efficient service to clients, visitors, and staff. This role ensures smooth front-office operations including greeting guests, answering phones, routing inquiries and performing clerical and administrative support tasks.

**Key Duties and Responsibilities:**

1. Greet and welcome visitors and clients in a courteous, professional manner; verify visitor check-in procedures when applicable.
2. Answer incoming phone calls on a multi-line system, screen/respond or route calls to appropriate staff, take messages accurately.
3. Provide basic information about IHS services and direct clients or visitors to the correct program or staff member.
4. Manage the reception/ lobby area: keep it tidy, stocked with necessary materials (forms, brochures, sign-in sheets), and organized.
5. Receive, sort, and distribute incoming mail/packages; prepare outgoing mail as needed.
6. Assist with appointment scheduling and maintaining a calendar of meetings or program events (if applicable).
7. Perform general clerical tasks: filing, data entry, copying/faxing, scanning documents, updating electronic records.
8. Ensure proper access control if required (e.g., visitor log, badges) and follow organizational confidentiality/privacy standards.
9. Assist other administrative staff as needed with project support or special tasks.
10. Adhere to IHS mission, values, and customer-service standards in all interactions.

**Required Qualifications:**

- Strong interpersonal and communication skills (both verbal and written).
- Proficiency with basic office software (e.g., MS Office: Word, Excel, Outlook) and telephone systems.
- Ability to handle multiple tasks simultaneously, maintain composure under pressure, and work efficiently in a dynamic environment.
- Professional demeanor, strong customer service orientation, reliability, punctuality, and attention to detail.
- Ability to maintain confidentiality of sensitive information.

**Preferred Qualifications (optional):**

- Experience working in a human services / nonprofit setting.
- Familiarity with client-service oriented environment and working with diverse populations.
- Knowledge of or interest in the mission of The Institute for Human Services.

**Working Conditions:**

- Standard office environment. May require standing or sitting for prolonged periods. Light lifting (e.g., office supplies) may be required.
- May have regular business hours; some flexibility may be needed for special events or programs.