



## ***REACH Volunteer***

The REACH Center - Tacoma, WA

### **Position Description:**

Commits to volunteering once a week for two and a half hours. Operates multi-line telephone system to answer incoming calls and directs callers and visitors to appropriate personnel. Provides excellent customer service to clients, donors, volunteers, and staff.

### **Responsibilities:**

- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or division.
- Takes and delivers messages or transfers calls to voicemail when appropriate personnel are unavailable.
- Answers questions about The REACH Center and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Monitors and maintains the security of The REACH Center waiting area.
- Maintains lobby and waiting area in a clean and orderly condition, coordinating with other staff as appropriate to pick up deliveries.
- Other duties as assigned

### **Experience Required and Desirable Skills:**

- Must be 18 or older
- Acceptable Washington State Patrol Criminal History Record
- Some experience working with at-risk youth and young adults.
- Ability to work and communicate effectively with diverse people
- Ability to manage multiple tasks with multiple distractions
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Strong attention to detail
- Ability to be resourceful and problem solve in stressful situations.
- Commitment to REACH vision, mission and values

### **Commitment**

This position requires a 6 month commitment of volunteering once a week for two and a half hours.

Please complete online application and attach a resume and references in required section. Applications submitted without resumes and or references will not be reviewed.