



**American Red Cross**  
Greater Richmond Chapter

## VOLUNTEER POSITION DESCRIPTION

### Volunteer Resources

#### *Information Desk Team Member*

<b>Location</b>	Greater Richmond Chapter (Lobby)
<b>Position Title</b>	Information Desk Team Member/Front Desk Receptionist
<b>Purpose</b>	<ul style="list-style-type: none"><li>• Provide a warm presence (on the phone and in person) at the front desk as the first point of contact between the Chapter and our volunteers, clients, and visitors</li><li>• Ensure excellent customer service to the community</li></ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"><li>• Willingness to support the American Red Cross Mission</li><li>• Greeting and directing fellow volunteers, students, and visitors</li><li>• Answering incoming calls and transferring calls regarding inquiries about Red Cross programs and activities</li><li>• Maintain sign-in sheets and visitor/volunteer badges</li><li>• Assisting the Chapter's departments with simple clerical projects</li><li>• Keep all information confidential</li></ul>
<b>Qualifications/ Skills Needed</b>	<ul style="list-style-type: none"><li>• Excellent telephone skills</li><li>• Professional appearance and attitude</li><li>• The ability to work well under pressure</li><li>• Knowledge of Red Cross programs and services, or willingness to learn</li></ul>
<b>Training</b>	<ul style="list-style-type: none"><li>• Orientation to the American Red Cross</li><li>• Basic phone system training</li><li>• Additional training as needed</li></ul>
<b>Reports to or Partners with</b>	Manager, Volunteer Resources
<b>Length of Appointment</b>	Minimum of 3 months
<b>Time Commitment</b>	Minimum of 4 hours a week (Possible shifts: M-F 8:30am-12:30pm or 1:30pm-4:30pm)
<b>Development Opportunities</b>	<ul style="list-style-type: none"><li>• Chance to develop office skills</li><li>• Be part of a team</li></ul>

I understand the responsibilities and qualifications of this volunteer position , and agree to fulfill them to the best of my ability.

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PRINT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE