

# womenspace

## END THE SILENCE

**Job Title:** Front Desk Volunteer

**Department:** Administration

**On-Site Supervisor:** Front Desk Receptionist

**Location:** 1577 Pearl Street, Eugene

**Hours:** 4 hrs/week minimum. One year minimum commitment.

**Summary:** Work as part of a team interacting with participants, walk-ins and staff during business hours. Provide positive model for healthy and safe communications.

### **Essential Duties and Responsibilities:**

- Answer phones, transfer calls takes messages.
- Pick – up and open mail.
- Coordinate walk-ins and assist clients with paperwork
- Maintain Office Supplies, and inventory of frequently used forms including the brochure wall.
- Train front desk volunteers when needed.
- Maintain general office appearance, including front entrance area, front desk area, training and board rooms.
- Complete mailing projects.
- Complete copy projects.
- Post outgoing mail on a daily basis.
- Run errands when needed.
- Other duties as assigned.

### **Knowledge, Skills, and Abilities:**

- Knowledge and ability to practice cultural humility in a multicultural environment.
- Knowledge of and commitment to continual learning in the areas of oppression and privilege.
- Experience in crisis intervention and ability to utilize a calm approach to crisis situations.
- Ability to work independently, multi-task and prioritize work appropriately.
- Highly skilled in oral and written communication and active listening.
- Ability to demonstrate survivor-led communication and interaction.
- Ability to manage self-care; Balance work and personal life effectively.
- Ability to give and receive positive and constructive feedback.
- Must be well organized, creative, empathetic and people oriented.
- Familiarity with community partners and the importance of community collaboration.
- Experience in appropriately managing confidential information.
- Ability to use Microsoft office Programs: Word, PowerPoint, Excel, Outlook
- Ability to use office equipment (copier, fax, multi-line phone, etc).

**Qualifications:**

- Pass background check.
- Ability to commit to sufficient shadowing to gain the knowledge, skills, and abilities listed above
- Approval of Volunteer Manager and Front Desk Receptionist
- Successful completion of Womenspace 32-hour training
- Written and spoken bilingual fluency in English/Spanish preferred
- Commitment to Womenspace Mission

**Application Procedure:**

- Visit our website [womenspaceinc.org](http://womenspaceinc.org) to download application.
- Submit a cover letter, resume and application.
- Only submissions with all parts completed will be considered.
- Submissions must be emailed to Volunteer Manager at [rachelc@womenspaceinc.org](mailto:rachelc@womenspaceinc.org)
- Open until filled

**Womenspace's Mission is to prevent domestic violence in intimate partner relationships in Lane County and support survivors in claiming personal power.**