



## Reception Volunteer

### Position Description

**Title:** Reception Volunteer

**Supervisor:** Annie Crepeau – Volunteer Coordinator ([annie@stepslp.org](mailto:annie@stepslp.org))

**Location:** STEP, 6812 W. Lake St., St. Louis Park, MN 55426

**Time Commitment:** 1 shift (3-4 hours) per week

**Reception Volunteer Hours:**

- Monday shifts: 8 am – 12 pm or 12-4 pm
- Tuesday shifts: 8 am – 12 pm, 12-4 pm or 4-7 pm
- Wednesday shifts: 8 am – 12 pm or 12-4 pm
- Thursday shifts: 8 am – 12 pm or 12-4 pm
- Friday shift: 8 am – 12 pm

**Purpose:** Front Greeters and Phone Volunteers respond to STEP's client and donor needs in a prompt and compassionate way.

**Volunteer Activities/Duties:**

- Create a welcoming environment for individuals to contact and come to STEP.
- Answer phones to the best of your ability, responding to client and donor inquiries in a caring & respectful way.
- Assist clients in scheduling food shelf appointments.
- Assist clients in connecting them with the appropriate staff person for their request or question not involving a food shelf appointment.
- Assist donors with their food or clothing donations and fill out a receipt if requested.
- Check phone messages and respond to accordingly.
- Interact with STEP clients in a confidential manner.

**Qualifications:**

- Commitment to STEP's mission.
- Ability to effectively and compassionately communicate with staff, volunteers, donors, and clients.
- Friendly and people-oriented.
- Ability to multi-task and attend to several needs at once.

**Benefits:**

- You will have the opportunity to maintain a higher quality of life for individuals and families in St. Louis Park.
- You will have the opportunity to directly help those who use STEP services.
- You will receive the appropriate training and support from STEP staff.
- You will have the opportunity to work with others with similar passions and interests.