



Volunteer Position Description

FACETS

Location	Next Steps Family Program – Alexandria
Position Title	Next Steps Family Program Front Desk Volunteer
Purpose	The volunteer will assist with day to day function in FACETS' Next Steps Family Program office and greet visitors and clients when they visit or call the office.
Key Responsibilities	<ul style="list-style-type: none"> • Willing to support the mission of FACETS • Assist clients to include answering phone calls, handling walk-ins, and scheduling appointments • Receive donations as well as sort mail • Occasional data entry or filing • Maintain the front desk and lobby of the office
Time Commitment	Volunteer must be available at least 4 hours a week. Shifts are 9:00 am – 1:00 pm and 1:00 pm – 5:00 pm. Position is on-going, must be able to commit to a minimum of 3 months of service.
Supervisor	Program Director of Family Housing Stabilization
Qualifications	<ul style="list-style-type: none"> • Dependable • Strong communication and organizational skills • Ability to use Microsoft Office Programs is preferred • Must work well with others and have good oral communication skills • Positive and professional attitude and demeanor • Self-reliant problem solver and team player • Bilingual volunteers are encouraged, but not required • Patience and a passion for assisting individuals suffering the effects of poverty • Must be age 18 or older
Training	Must be over 18 years old. Additional training will be provided.
Appointed by	Volunteer Manager and/or Program Director of Family Housing Stabilization