

JOB TITLE: **BOWLING GREEN LSS VOLUNTEER
RECEPTIONIST**

PURPOSE: To serve as a VOLUNTEER receptionist, greeting the LSS clients and working with other volunteers to enhance the Lutheran Social Services program at St. Mark's.

JOB DESCRIPTION: Greet the counselor's clients, making them feel welcome and comfortable while they wait for their scheduled appointment. Assist with any clerical/filing tasks and/or telephone calling/messages that need to be handled. i.e. postponing, rescheduling, reminding of or rearranging appointments and delivering **all** messages to the counselor.

QUALIFICATIONS: Ability to happily and pleasantly work with people, understanding the importance of maintaining confidentiality, while sitting quietly without encouraging conversation and yet being friendly and available.

TIME COMMITMENT: Times may vary according to the volunteer(s) schedule and the counselor's needs, coinciding with Bowling Green office hours. It is recommended that you be available for ½ day or for one evening per week. There will be a monthly meeting to give the opportunity to share concerns and ideas to help improve our LSS services.

TRAINING: Training will be conducted by the LSS Director of Volunteers and the Bowling Green LSS Counselor. Volunteers will be provided with a folder of all procedures and programs offered.

SUPERVISION: The counselor will be present and available as needed. A list of the current appointments will be provided for the receptionist on a daily basis.

CONTACT: Joan Staib, LISW 419-353-9305
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