

## Volunteer Position Description

**Position Title:** MANNA Volunteer Receptionist

**Description:** MANNA Volunteer Receptionist will support the neighborhood services/community pantry by answering phone calls and responding to voicemails

**Purpose:** To ensure the successful daily operation of neighborhood services/community pantry, assisting individuals and families who are facing food insecurity.

**Location:** 55 Bartholomew Avenue, Hartford, CT

**Key responsibilities:**

- Assist staff with answering phone calls and responding to voicemails
- Pre-screen calls for neighborhood services and transfer to appropriate staff.
- Schedule and re-schedule food pantry appointments
- Assist staff with data entry and other administrative tasks, as needed
- Ensure confidentiality of information regarding clients

**Reports to:** During volunteer shift: Pantry staff; for volunteer scheduling, letters, evaluations, etc.: Community Engagement Program Manager.

**Time Commitment:** Regular Shifts Monday through Friday from 9am-12pm and 1-4pm. Ideally this is a long term volunteer commitment or a minimum of a 3 month commitment.

If at any time you are not able to cover your scheduled shift call: 860-728-3201 and speak to Pantry staff or Community Engagement Program Manager.

**Support:** Orientation, onsite training and instructions.

**Dress Code:** Casual but appropriate in a professional setting. This position occasionally requires volunteers to be on their feet so comfortable, closed toed shoes are required.

**Desired Attributes:**

- “Roll up your sleeves mentality”
- Strong computer skills
- Ability to support individuals over the phone
- Follows directions precisely and attentive to detail
- Comfortable working with a diverse population
- Exercises discretion and confidentiality
- Bilingual Spanish helpful, but not required

Note: Volunteers in this position must pass a background check, as the volunteer will have access to confidential information.

**For more information, please contact the Volunteer Coordinator at 860-706-1522 or [volunteering@handsonhartford.org](mailto:volunteering@handsonhartford.org)**