



Volunteer Position Description

Position Title: Front Office Volunteer

Description: Front Office Volunteer will support the HOH team by assisting with daily office tasks.

Location: 55 Bartholomew Avenue, Hartford, CT

Key responsibilities:

- Assist staff with answering phone calls and responding to voicemails. Check agency voice mail box and direct messages to appropriate staff
- Pre-screen calls for neighborhood services and transfer to appropriate staff.
- Greeting walk-in visitors and escorting them to the right team member
- Assist staff with data entry , agency mailings, filing and other tasks as needed
- Ensure confidentiality of information regarding clients

Reports to: During volunteer shift: Special Projects Coordinator; 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: 860-706-1537 and speak to Special Project Coordinator or Community Engagement Program Manager.

Support: Orientation, onsite training and instructions.

Dress Code: Casual but appropriate in a professional setting.

Desired Attributes:

- “Roll up your sleeves mentality”
- Basic 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