



Volunteer Opportunity Description

Position Overview	The Front Desk Assistant will assist administrative staff in completing front desk and reception activities.
Position Title	Front Desk Assistant
Position Type	Non-paid Internship/Volunteer
Key Responsibilities	<ul style="list-style-type: none"> ▪ Answer telephone and route calls to the appropriate party ▪ Assist staff in sending faxes and routes all incoming faxes to the proper person ▪ Maintain the operation of various office equipment including copy and fax machine ▪ Performs data entry, filing, and other clerical duties as assigned ▪ Performs other duties as assigned
Initial Impact	Assisting staff, consumers, and general public with inquires submitted via phone, fax, and in person.
Sustained Outcomes	As a Front Desk Assistant at The Arc of San Diego you will assist administrative staff in ensuring the successful delivery of service to staff, consumers, and the general public.
Training	<p>The training will include the following:</p> <ul style="list-style-type: none"> ▪ Orientation of The Arc of San Diego ▪ Explanation of proper procedure and protocol ▪ Strategies for working with individuals with developmental disabilities ▪ Explanation of paperwork <p>Each volunteer will also receive:</p> <ul style="list-style-type: none"> ▪ Volunteer handbook ▪ Observations with an evaluation containing constructive feedback
Support	Front Desk Assistants receive supervision from the Executive Assistant and support from Administrative Assistant Staff.
Commitment	This position requires a minimum commitment of 3 months.
Length of Time	Front Desk Assistants are asked to commit to a minimum of three months.
Amount of Time	Total: 3 to 15 hours per week (depending on number of days volunteered)
Specific Schedule	Monday – Friday from 10:30AM to 1:30PM
Location	Sulpizio Family Center, 3030 Market Street, San Diego, CA 92102
Qualifications	<p>Knowledge of and/or experience in a front office setting are required. The ideal candidate will also demonstrate the following characteristics:</p> <ul style="list-style-type: none"> ▪ Willing to learn new skills ▪ Excellent communication skills ▪ Dependable ▪ Friendly ▪ Helpful ▪ Flexible/Adaptable ▪ Organized ▪ Punctual
Skills	Candidates will successfully assist administrative staff in completing front desk activities as assigned.
Benefits	<p>This opportunity is beneficial because:</p> <ul style="list-style-type: none"> ▪ You will play an integral role in the daily functions of an administrative team at one of the largest nonprofits in San Diego County ▪ You will build experience and receive constructive feedback in order to improve ▪ You will gain professional references

For more information contact Michael Mather, Marketing & Community Outreach Manager, via phone at 619-685-1175, ext. 294 or email at mmather@arc-sd.com.