

**Position Title:** Volunteer Receptionist

**Location:** St. Anne's in Annapolis

**Reports To:** Parish Administrator

**Position Type:** Volunteer

**Overview:** St. Anne's is seeking a dedicated and personable Volunteer Receptionist to join our team. As the first point of contact for visitors, you will play a key role in creating a welcoming atmosphere and ensuring smooth daily operations at our facility. Your warm demeanor and organizational skills will help us provide exceptional service to our community.

**Key Responsibilities:**

- **Reception Duties:** Greet and assist visitors, clients, and staff with professionalism and courtesy. Answer and direct phone calls, handle inquiries, and provide information about St. Anne's services and programs.
- **Administrative Support:** Perform administrative tasks such as filing, data entry, and handling mail. Assist with scheduling appointments and managing meeting rooms as needed. Maintain the church's public calendar. Assist with printing bulletins, leaflets and marketing materials. Assist with parish mailings including addressing and stuffing envelopes.
- **Visitor Management:** Register guests, issue visitor badges, and ensure security protocols are followed. Provide directions and assistance to individuals navigating the facility.
- **Communication:** Maintain clear and effective communication with staff and volunteers to relay important information and updates. Facilitate smooth communication between different departments.
- **Event Assistance:** Support the planning and execution of events and activities, including setup and coordination with other volunteers and staff.
- **Customer Service:** Address any issues or concerns raised by visitors or staff promptly and professionally. Provide a positive and supportive experience for everyone who interacts with St. Anne's.

**Qualifications:**

- **Communication Skills:** Excellent verbal and written communication skills with the ability to interact effectively with diverse groups.
- **Organizational Abilities:** Strong organizational skills with attention to detail and the ability to manage multiple tasks simultaneously.
- **Technical Proficiency:** Basic proficiency in using office equipment (e.g., phone systems, computers) and common software applications (e.g., Microsoft Office, email).
- **Interpersonal Skills:** Friendly and approachable demeanor with a genuine interest in helping others and contributing to the mission of St. Anne's.
- **Reliability:** Punctual and dependable with a strong sense of responsibility and professionalism.

**Commitment: While the parish house is open 9:00 am -**

- **Hours:**
  - Monday 12:30 p.m. – 4:00 pm (Slot 1)
  - Tuesday 12:30 p.m. – 4:00 pm (Slot 2)
  - Thursday 12:30 p.m. – 4:00 pm (Slot 3)

**Benefits:**

- **Experience:** Gain valuable experience in a supportive and community-focused environment.
- **Training:** Receive training and support from experienced staff members.
- **Networking:** Opportunity to meet and connect with other volunteers and community members.
- **Recognition:** Acknowledgement of your contributions through various appreciation events and communications.

**How to Apply:** Interested candidates should submit their application by September 15, 2024. Please include a brief cover letter outlining your interest in the position and any relevant experience, along with your resume.

**Contact Information:** For more details or to apply, please contact: Nancy Pollack, Administrator, [npollack@stannes-annapolis.org](mailto:npollack@stannes-annapolis.org)