



**ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.**  
P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717  
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## **Receptionist** **Volunteer Position Description**

**Program Recruiting Volunteer:** Rocky Mountain Development Council Inc. (Rocky)  
Jackson Street Center

**Position Supervised by:** Low Income Energy Assistance Program (LIEAP) Manager

**Minimum Commitment:** Six months

**Contact:** Maria Murphy at (406) 457-7376 or email [mmurphy@rmdc.net](mailto:mmurphy@rmdc.net)

**Program Overview:** The Jackson Street Center houses Rocky Mountain Development Council, Inc.'s (Rocky's) Low Income Energy Assistance Program (LIEAP), Weatherization Program, Area IV Agency on Aging (Area IV) and the Senior Corp programs (Senior Companion Program, Foster Grandparent Program, and Retired Senior Volunteer Program (RSVP)). These programs assist with heating costs; weatherization; information and referral, Medicare counseling, ombudsman services; and volunteer opportunities for those over fifty-five.

**Position Overview:** Each winter the Jackson Street Center gets very busy with clients coming in to fill out applications with LIEAP staff and do Medicare Prescription Drug Plan Comparisons with Area IV State Health Insurance Assistance Program counsellors. Senior Corp program volunteers come and go as well. The volunteer in this position will alert staff that clients with appointments have arrived, escort them to a table to apply for LIEAP, and/or ask the client to wait in the reception area. Depending on volunteer ability and desire, other ways of assisting Jackson Street Center staff may be identified.

### **Key Responsibilities:**

- Work closely with all office staff to determine preferred methods of alerting them to client arrival.
- Notify staff of client arrivals.
- Escort clients to staff and relay messages as needed.
- Manage multiple clients arriving simultaneously.
- Able to be welcoming and respectful to all who come through the door.
- Abide by Rocky Mountain Development Council, Inc. (Rocky) volunteer policies.
- Complete other duties as decided and agreed upon by volunteer supervisor and volunteer.

### **Qualifications:**

- Friendly and outgoing.
- Able to navigate office building regularly throughout the day.
- Comfortable with lapses between clients and filling with one's own activities.
- Must be 18 years of age or older.

- Criminal and Sex Offender background check required.
- Completion of volunteer application process at Rocky

**Benefits:**

- Strong potential for time to complete small, quiet projects (knitting, class assignments, reading, puzzles etc.) while serving our community.
- Friendly and upbeat office staff.
- Chance to learn about more programs that Rocky offers in our community.

**Support:** The volunteer in this position will report directly to the LIEAP Manager who will work to create an accommodating schedule and an orientation to the program. This position will also be supported by the Resource Specialist/Volunteer Coordinator.

**Commitment:** There is a six-month commitment for this position. Volunteer receptionists are needed from 10:00 a.m. to 3:00 p.m. Monday through Friday. Volunteers will have a set schedule, but the schedule will be developed to accommodate both volunteer and Jackson Street Center. Client levels decrease substantially after the LIEAP season ends on April 31<sup>st</sup>. Ongoing need for this position will be reevaluated around that time.

**Amount of Time:** We request that you be willing to serve at least five hours per week on a set schedule.

**Time of Day:** Determined based on volunteer availability and Jackson Street Center need.

**Day of Week:** Determined based on volunteer availability and Jackson Street Center need.

**Location:** The Jackson Street Center is located at 648 N. Jackson Street, Helena, MT.

**Goal of Position:** The volunteer in this position will enable staff to work closely with current clients without interruptions of directing clients entering the building. Processes will be more seamless and clients entering the building will feel less rushed by staff. They will not worry that they are being forgotten about or ignored during busy times.

**I have read the above volunteer position description and agree to perform these responsibilities (To be signed at orientation).**

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Volunteer Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Volunteer Coordinator

\_\_\_\_\_  
Date