



ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.
P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717
phone: 406.447.1680 | toll free: 800.356.6544 | fax: 406.447.1629

Receptionist Volunteer Position Description

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

Position Supervised by: RSVP Program Director

Minimum Commitment: None, but two-week notice of end of service is requested.

Contact: Samara Lynde at slynde@rmdc.net (406-457-7319)

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: Clients stop by the Jackson Street Center to meet with LIEAP, Area IV, and Senior Corp program staff. The volunteer in this position will manage the flow of clients into the Jackson Street Center, answer and transfer telephone calls, and relay messages as needed. Depending on volunteer ability and desire, other ways of assisting Jackson Street Center staff may be identified.

Key Responsibilities:

- Direct clients to staff and relay messages as needed.
- Manage multiple clients arriving simultaneously.
- Answer phone calls and transfer calls to correct staff member.
- Able to be welcoming and respectful to all who come through the door.
- Follow Rocky's Covid-19 safety procedures (such as masks, gloves, Covid-19 screening questions, etc.) and CDC guidelines for Covid-19.
- Limit number of clients in reception area at one time and inform clients of Rocky Covid-19 policies as necessary.
- 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.
- Comfortable with lapses between clients and filling with one's own activities
- Criminal Background Check is required
- Must be 18 years of age or older
- 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 RSVP Program Director who will work to create an accommodating schedule and an orientation to the program.

Commitment: Volunteers will have a set schedule from Monday-Friday 11am-3pm, one day a week.

Amount of Time: Approximately four hours a week.

Time of Day: 11am-3pm

Day of Week: As scheduled, one day a week, Monday through Friday

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. A friendly individual, rather than a voicemail, will greet clients calling the Jackson Street Center. Processes will run more smoothly. Covid-19 protocols will be enforced to ensure safety of clients, volunteers and staff.

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