

JOB TITLE: Front Desk and Receiving Associate
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 0.8-1.0 FTE, Hourly Wage, Non-Exempt
BENEFITS: Eligible
REPORTS TO: Front Desk & Volunteer Coordinator
LAST UPDATED: May 8, 2012



JOB SUMMARY:

This entry-level position combines two busy areas of responsibility. One is the Front Desk area, where staff and interns coordinate volunteer and donor activities. The second area of responsibility is the hardware donations Receiving operations of Free Geek. This position participates in job-related group meetings to help develop programs and procedures. This position is represented by a union, and union membership is mandatory upon hire.

DETAILED RESPONSIBILITIES:

- Train, supervise, schedule, coordinate and motivate volunteers.
- Welcome lobby visitors and prioritize their order of service.
- Answer questions about Free Geek's programs and give tours to potential volunteers.
- Print daily volunteer handouts.
- Maintain a steady stream of available coffee for volunteers.
- Answer a multi-line phone as well as check and relay messages to appropriate places.
- Make reminder calls.
- Perform data entry.
- Accept and process monetary donations.
- Use a cash register and process till at the end of the day.
- Assist with community pickups (involves heavy lifting).
- Manage flow of item through the hardware donations receiving area.
- Tally donations in accordance with all applicable laws and regulations.
- Keep abreast of relevant (and frequent) emails .
- Attend job-related meetings, rotating through facilitator and scribe roles.
- Actively participate with other staff in keeping areas in line with Free Geek philosophy and capabilities.
- Communicate with other Free Geek staff and volunteers about the needs of all areas.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude at all times in a sometimes chaotic

environment.

- Aptitude for directing, instructing and positively influencing the energy level of others.
- Ability to consistently follow policies and procedures.
- Strong organizational skills and attention to detail.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Demonstrable self-motivation and personal initiative.
- Proficiency with using standard office software.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to lift and carry at least 50 pounds on a regular basis.
- Must not be afraid to ask questions, but must be able to work without direct supervision on a regular basis.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Aptitude for handling money and operating a cash register.
- Demonstrated interest in learning and training opportunities.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Six months of customer service experience.
- Previous volunteer or community service experience.