

**JOB TITLE:** Front Desk Associate  
**CLASS:** Bargaining Unit  
**CATEGORY:** Regular (after Probationary)  
**STATUS:** 1.0 FTE, Hourly Wage, Non-Exempt  
**BENEFITS:** Eligible  
**REPORTS TO:** Director of Public Services  
**LAST UPDATED:** February 22, 2013



**JOB SUMMARY:**

This position ensures the efficient and effective operation of the Front Desk area, where staff and interns coordinate volunteer and donor activities. This position participates in job-related group meetings to help develop programs and procedures. This position may also work shifts in other areas by mutual agreement with the Director of Public Services. This position is represented by a union, and application for union membership is mandatory upon hire.

**DETAILED RESPONSIBILITIES:**

- Train, supervise, schedule, coordinate and motivate volunteers.
- Demonstrate high standards of service for all volunteer, donor and customer interactions in person, on the phone, in email or online.
- Support high levels of volunteer retention, growth, and satisfaction.
- Process cash and credit donations and other financial transactions per established policies and procedures.
- Maintain accurate records of hardware donations, financial contributions, contact information and volunteer schedules and logged hours.
- Support efforts to publicize Free Geek's broad range of educational, volunteer, hardware grant, retail and online sales opportunities.
- Participate in the maintenance of an accurate, attractive and effective online presence including the Free Geek website.
- Welcome lobby visitors and prioritize their order of service.
- Answer questions about Free Geek's programs and give tours to potential volunteers.
- Ensure availability of volunteer handouts and other important Front Desk documents.
- Ensure availability of coffee, cups and related supplies for volunteers.
- Make reminder calls about volunteer shifts and class attendance as appropriate.
- Keep abreast of relevant (and frequent) emails.
- 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.
- Six months of full-time customer service experience.
- Previous volunteer or community service experience.
- 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 and social media.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- 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.
- 1-3 years of full-time customer service experience.
- Previous Free Geek work or volunteer experience.