



## Volunteer Job Description

**Volunteer Assignment:** Reception Desk  
**Volunteer Station :** Elders in Action  
**Supervisor:** Karen Wilson

### Volunteer Eligibility:

### Position Duties/Responsibilities:

1. Serve as the welcoming and caring receptionist for clients and other visitors to the EIA office, greeting guests, casual visitors, and clients in need of service in a professional manner;
2. Answer Elders in Action's main phone line, voicemail and transfers calls;
3. Address questions about the agency and agency programs;
4. Share talents, experience and wisdom in assisting staff members with various projects;
5. Assist with fundraising activities such as special mailings and events;
6. Provide admin support for workshops and meetings such as preparing manuals and materials, organizing the meeting space and taking attendance;
7. Complete and submit a monthly volunteer hour report;
8. Maintain volunteer, client, staff and agency confidentiality;
9. Additional responsibilities may be assigned based on the interests/talents of the individual.

**Location of Volunteer Work:** Elders in Action office ((1411 SW Morrison St Ste 290, Portland, OR 97205))

**Time/Schedule Requirements:** Monday to Friday, office hours, flexible schedule. Your schedule will be flexible within EIA office hours of 8:30 to 5:00 and could be part of a job-sharing arrangement. Additional tasks may be assigned based on your interest & skills!

### Needed Skills/Qualification:

1. Strong interpersonal skills
2. Willingness to work with a diverse population
3. Strong listening skills and empathy towards older adults

4. Good organizational skills
5. Computer savvy/comfortable with Microsoft Office applications and familiar with use/troubleshooting of typical office equipment.
6. Problem-solving skills and ability to work independently in an office environment
7. Dependable

**Training/Support Provided:** Elders in Action staff provide initial training and monthly continuing education meetings and all coordination of assigning and information on clients.

**Benefits:**

- Develop knowledge of older adult resources and services in Portland Metro area;
- Volunteer in a professional setting;
- Public transportation passes
- Have one-on-one interactions with older adults that result in increased independence and confidence of clients.