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Administrative - Front Office Volunteer

Are you looking for an opportunity to be the first point of contact for our senior adults and supporters, help facilitate our office processes, while assisting an organization that provides diverse services to seniors in the North/Eastside community? Then come support the NESCO team and join our wonderful office volunteer team!

Responsibilities:

- Welcome senior clients and visitors, and answer questions about our programs and services.
- Answer phone calls, assess the need of the caller, and either transfer the call to office staff or their respective voicemail.
- Register senior adults for programs and activities, and confirm upcoming events with participants.
- Help our senior community members register for MySeniorCenter, our database system, and assist users with signing in to our system and electronically marking their attendance.
- Receive, record, and provide receipt for payments or donations of our programs, activities, events, fundraisers, and other services.
- Assist office staff with other projects and clerical tasks.

Commitment:

- 8:00 am – 12:00 PM OR 12:00 PM – 4:30 PM, Monday–Friday. Volunteers are able to select shifts that fit their schedule.

Requirements:

- Possess great communication and listening skills, as well as willing to make visitors feel welcome as NESCO's first point of contact.
- Show empathy and understanding when working with senior adults, and able to keep confidentiality.
- Ability to learn our phone system and office procedures, as well as assist with light administrative tasks.

Benefits:

- Recognition at our Annual Volunteer Recognition Celebration.
- If you are over age 55, also an opportunity to affiliate with the Retired Senior Volunteer Program of Dane County (RSVP).

The Coalition does not discriminate on the basis of age, race, ethnicity, religion, color, gender, physical handicap, marital status, national origin or ancestry, cultural differences, physical appearance, sexual orientation, arrest or conviction record, income level or source of income, student status, political beliefs, military participation or membership in the national guard, state defense force, or any other reserve component of the military forces of the United States, or less than honorable discharge.