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Administrative - Front Office Volunteer

Be the first point of contact for our older adults and help facilitate our daily procedures. NESCO provides diverse services to older adults in the North/Eastside community. Come support NESCO and join our wonderful office volunteer team!

Responsibilities:

- Welcome participants, clients, and visitors, and answer questions about our programs and services.
- Answer phone calls, assess the need of the caller, and transfer the call as needed.
- Register adults for programs and activities.
- Help our community members register for MySeniorCenter, and assist users with signing in to the system and electronically marking their attendance.
- Receive and provide receipt for payments or donation.
- Assist staff with other projects and clerical tasks.

Commitment:

- 8:00 am – 12:00 PM OR 12:00 PM – 4:30 PM, Monday–Friday.
- Prefer volunteers have the same schedule each week.
- Minimum 1-year commitment.

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 older adults.
- Able to keep confidentiality.
- Ability to learn our phone system and office procedures, as well as assist with light administrative tasks.
- Must pass a criminal background and personal references check.

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.