



Volunteer Job Description Form

Department/Organization: Parks, Recreation and Community Facilities

Project Website: www.Richmondgov.com/Parks/

Volunteer Job Title: Volunteer Office Support Specialist (Ongoing)

Job brief:

As a receptionist you will be the first point of contact for the Parks, Recreation and Community Facilities (PRCF) at the Community Center level. You will handle the flow of people through the center and ensure that all administration tasks are completed accurately and delivered with high quality and in a timely manner. Must be dressed presentably, person will often be the first person that customers and staff see, so they're always representing the City of Richmond and PRCF. This opportunity is ongoing.

Locations:

Bellemeade – 1800 Lynhaven Ave

Hotchkiss Field – 701 East Brookland Park Blvd.

Pine Camp – 4901 Old Brook Rd.

Powhatan – 5051 Northhampton St.

Randolph – 1415 Grayland Ave.

Job Duties:

Tasks and Responsibilities

- Welcomes visitors by greeting them, in person or on the telephone, directing and announcing them appropriately.
- Check in participants/members and verify membership.
- Assist with new registration procedures.
- Answer, screen and forward any incoming phone calls while providing basic information when needed.
- Take and relay messages.
- Deal with queries from the public and participants.
- Provide general administrative and clerical support.
- Receive and sort mail and deliveries.

- Tidy and maintain the reception area.

Key Competencies

- Basic knowledge of computers and relevant software application
- Knowledge of customer service principles and practices
- Knowledge of clerical procedures
- Telephone skills
- Verbal and written communication skills
- Reliability
- Professional personal presentation
- Ability to cope with high noise volume
- Information management
- Good listening skills
- Organizing and planning skills
- Attention to detail
- Initiative
- Stress tolerance

Skills Required:

- The ability to smile and be welcoming.
- Basic computer skills.
- Ability to work under pressure.
- Must have goodwill, diplomacy and the ability to get along with others.
- Believe in a high level of customer service.
- Ability to multitask.
- Enjoy working with people.
- Solve problems.
- Be obliging and accommodating.
- Project self-confidence.

Work Environment

This job operates in a Recreation Community Center environment dealing with participant's ages 5 to 95. Daily scheduled activities noise levels may become loud. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

Largely a sedentary role; however some filing is required. This would require the ability to lift

telephone receiver and files; writing; typing; open filing cabinets and bend or stand as necessary.

Position Type and Expected Hours of Work

Hours will vary depending on Community Center's hours of operation. *A minimum of four (4) hours requested.* Days are Monday through Friday and between the hours of 1:30 p.m. to 6:30 p.m.

Contact Person:

Sureatha McGhee, Recreation Program Supervisor

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