

CLEVELAND RAPE CRISIS CENTER
Client Service Volunteer

Title: Client Service Volunteer

Reports To: Client Services Coordinator and Executive Assistant

As a Client Service Volunteer, you will be the first point of contact for our Agency. This position provides reception coverage and lends administrative support to the agency as a whole. Duties include welcoming guests, front-desk responsibilities and answering/redirecting phone calls. The Client Service Volunteer will also dedicate time at other CRCC locations for reception coverage and duties, when needed/appropriate.

Principal Duties and Responsibilities:

- Greet and welcome guests with care and compassion
- Provide CRCC clients and visitors with assistance and information
- Assure that all clients and visitors are greeted warmly and that they are directed to the most appropriate source in a timely manner
- Answer, screen and forward incoming phone calls
- Assist Walk-in Clients with trauma informed information, support and enrollment if desired
- Ensure reception area is tidy and presentable with all necessary materials (e.g. pens, forms and brochures) and maintain a clean office
- Follow opening/closing procedures
- Provide basic and accurate information in-person and via phone/email
- Establish and maintain positive relationships with clients, families, peers, and community representatives
- Receive, sort and distribute daily mail
- Various other administrative duties as assigned

Requirements

- Client/customer-service oriented approach to work
- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives
- Must present a professional appearance and a friendly manner
- Must be dependable and punctual
- Must adhere to professional ethics and respect and maintain confidentiality of CRCC
- Computer competencies in Microsoft Office
- Must be detail-oriented
- Excellent communication skills (written and verbal)

Time Commitment: Any weekday, once a week for 8 hours.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.