

VOLUNTEER POSITION DESCRIPTION
Society for the Protection of New Hampshire Forests

POSITION TITLE: Receptionist

GOAL OF POSITION: To ensure that all visitors have a positive experience with the Forest Society by greeting them in a friendly and professional manner on the phone and in person and directing them to the appropriate staff person for assistance.

TASKS: Answer a multi-line phone and direct calls appropriately
Greet visitors and properly direct them
Schedule meeting space
Ring up gift shop sales

TIME COMMITMENT: 4-6 Hours a month as needed by the receptionist to provide extra coverage

EXPECTATION: To maintain a welcoming presence at the front desk and to ensure that all visitors get the help they need when they call or walk into the Forest Society. The receptionist is the first person visitors have contact with so it is vital that s/he sets the right tone and provides all visitors with a positive experience.

WORKSITE: Conservation Center, Concord

QUALIFICATIONS: Experience with Microsoft Word & Office, and email
Multi-line phone use helpful
Ability to multi-task and remain calm in a hectic environment
Positive, cheerful Attitude

SUPERVISOR: Martha Booth or Tina Ripley