

Steele County Historical Society

Volunteer Receptionist

Description: Under the supervision of the SCHS Staff, the Volunteer Receptionist will be responsible for supporting various administrative projects and day-to-day duties for the organization. Such responsibilities include greeting visitors, answering all incoming calls and refer calls to appropriate staff members, maintaining inventory of office supplies, sorting mail, preparing shipping labels. The Receptionist must demonstrate a commitment to serving SCHS's clients and to upholding the SCHS mission. Ensure cleanliness of office areas for staff, visitors and clients. This position is ideal for an individual with strong organizational, interpersonal and verbal communication skills.

Essential Duties:

1. Greet all guests in a warm and friendly manner.
2. Guide guests to the proper location or help them with inquiries.
3. Answer all incoming phone calls and transfer to the appropriate staff.
4. Be able to answer basic questions about the History Center and the Historical Society. Information will be provided.
5. Sort mail as needed.
6. Miscellaneous copying.
7. Helping with mailings.
8. Other light office jobs as requested.
9. Open the Gift Shop and handle transactions/sales.
10. Assist the Tour Guide with registration and fee collection.
11. Ticket sales for Special Events.
12. Collect GAR service fees.
13. Ensure all volunteers sign in and out.
14. Ask all guests/visitors to sign the visitor log.
15. Accept membership and renewal payments.
16. May be asked to assist at doors during Special Events.
17. Log hours into Past Perfect (inquire if member or not).

Specific Skills Needed:

- Excellent verbal and written communication.
- Experience with handling phone calls, email correspondence. Excellent customer service skills.
- Excellent interpersonal skills, honest communication, positive attitude and ability to carry a professional tone.

Additional Desired Skills, but not required:

- Experience in Microsoft Office user including MS Word, Excel, PowerPoint, Access, Outlook.
- Excellent verbal and written communication.
- Demonstrated ability to prioritize projects and multi-task in a fast-paced working environment.

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Miscellaneous

- It is our goal that our guests have an interesting and educational visit to the Steele County History Center. You are their first point of contact, a good first impression is most important.
- Keep the reception area neat.
- When you leave let a staff member know you are leaving.