



ICS Volunteer Job Description: Central Office Front Desk Receptionist

Volunteers should embody the ICS values of Respect, Integrity, Compassion, Collaboration, and Innovation

Program Description: Centralized Intake, Emergency Assistance Department

As part of the ICS Emergency Assistance Department, the Centralized Intake program greets guests in person and over the phone to assess their service needs, screens client eligibility for services, makes client referrals to ICS service programs, and implements the process of distributing emergency funds to clients in need.

Job Description: As a Front Desk Receptionist you serve as the first impression when guests come into an ICS office. This position greets guests in a timely and hospitable manner, creating a welcoming and accepting atmosphere. The front desk is a vital component in providing information about ICS to people in the lobby and over the phone.

Reports to: ICS Central Front Office Coordinator

Job Details:

- Anticipate the arrival of appointments, greet guests and assess their need, provide information to those seeking services, communicate information between guests and staff, and provide refreshments to those who are waiting
- Answer phone calls, assess the purpose of the call, and transfer the call to the appropriate staff person or program
- Serve as a source of knowledge regarding ICS programs, services, and procedures
- Permit entrance to the office by handling door access for staff, volunteers, and clients or guests with appointments
- Handle distribution of items for pick up or drop off, including mail
- Oversee general tidiness and presentation of the reception area
- Support the Front Office Coordinator with restocking needs in the kitchen, reception area, and bathrooms
- Provide administrative support to the office and Centralized Intake program including copy/scan/printing documents, data entry, and making phone calls related to clients receiving services

Volunteer Qualifications:

- Complete ICS Volunteer Registration required
- Computer skills including Word, Excel, and Teams required
- Willingness to learn ICS data management systems required

- Strong ability to multitask, handling multiple requests preferred
- Friendly, personable, and customer service oriented preferred
- Professional and polite phone etiquette preferred
- Problem solving and solution oriented skills preferred
- Refined listening skills preferred

Location: ICS Central Office at 122 N. Craycroft Rd. Tucson, AZ 85711

Time Commitment: Committed schedule once a week or more Monday-Friday from 9am-1pm or from 1pm-4pm.