



## Volunteer Position Description

*The mission of The Nature Conservancy is to conserve the lands and waters on which all life depends.*

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**Position Title:** Volunteer Receptionist  
**Location:** Portland Office, located at 821 SE 14<sup>th</sup> Avenue  
**Report to:** Megan Fairbank, Executive Assistant

**Purpose:** Providing a welcoming presence with incoming calls, office visitors, and other miscellaneous office projects. Managing the phone and desk is a crucial role and allows administrative staff to work on other projects that cannot be done while at the front desk.

**Results:** Ensure the mission of The Nature Conservancy is translated properly to the public. This is accomplished by making sure every visitor and caller is treated with respect and questions are answered by the volunteer receptionist or transferred to the proper person.

### Duties:

- 1) Answer incoming phone calls, transfer calls, take messages when appropriate and answer general inquiries about The Nature Conservancy.
- 2) Greet and assist all visitors to the Oregon Conservation Center.
- 3) Receive and notify staff of deliveries (USPS, UPS, caterers, etc.)
- 4) Complete volunteer work projects if you are interested (e.g. mailings). Note: additional projects are second priority when there is a visitor or incoming call.

### Requirements:

- 1) Good telephone/receptionist skills, including ability to politely, pleasantly and competently handle a variety of calls on a multi-line phone system. It is imperative that accurate messages are taken or each caller is directed to the proper person.
- 2) Comfortable interacting with the public.
- 3) Ability to work comfortably with a wide variety of people in an office setting that can be extremely busy and demanding as well as quiet at times. During the quiet times, there may be other work projects available if you're interested. The volunteer receptionist should bring something to keep themselves occupied if there isn't something for them to do.
- 4) Ability to take direction and feedback.
- 5) Typing and/or computer skills helpful.

6) Willingness to commit to the mission of The Nature Conservancy.

**Length of appointment:** Minimum of 3 months, 6 months or longer preferred commitment.

**Time Commitment:** 4-6 (or more) hours per week.

**Support provided:** Introductory training period during first month of volunteering

**Benefits:** The opportunity to learn about every facet of The Nature Conservancy in Oregon. The ability to learn how to communicate with the public and The Nature Conservancy staff efficiently and professionally. Adding a volunteer reference from The Nature Conservancy.

**Contact us to learn more about how to apply:**

[orvolunteers@tnc.org](mailto:orvolunteers@tnc.org) or 503-802-8100