



# Reception / Front Desk Volunteer

## Role Overview

The Reception / Front Desk Volunteer is often the **first person a client sees and the first voice she hears** when connecting with ABC Women's Center. This role sets the tone for every visit by creating a welcoming, calm, and compassionate environment for clients, donors, and community members.

Reception Volunteers play a key role in supporting daily operations while helping clients feel safe, respected, and cared for from the moment they arrive.

## What Reception Volunteers Do

Reception / Front Desk Volunteers support the center by:

- Greeting clients, visitors, and donors with warmth and professionalism
- Answering phone calls and directing inquiries appropriately
- Checking clients in for appointments and notifying staff of arrivals
- Scheduling and confirming appointments as needed
- Calling clients with appointment reminders
- Receiving donations and providing receipts
- Assisting Client Advocates with daily administrative needs
- Maintaining a clean, safe, and organized reception area
- Opening and closing the front office during assigned shifts
- Supporting the Clinical Director or Executive Director with additional center needs as directed

## Time Commitment

- Shifts are scheduled during regular center hours
- Reliability and punctuality are essential for this role
- Scheduling is coordinated with the Clinical Director to ensure consistent front desk coverage

## Training & Requirements

To serve in this role, Reception Volunteers are required to:

- Complete ABC Women's Center's volunteer application and screening process
- Participate in required training provided by ABC staff
- Uphold ABC's policies, procedures, and confidentiality standards
- Affirm ABC's Statement of Faith and CareNet Commitment of Care
- Demonstrate strong interpersonal and communication skills
- Be committed Christians who support ABC's pro-life mission

## Who This Role Is Best Suited For

This role is a great fit for individuals who:

- Enjoy welcoming and assisting others
- Have strong organizational and communication skills
- Desire a behind-the-scenes role that still has meaningful client impact
- Want to support the mission of ABC Women's Center in a practical, consistent way

## Dress Code

Business casual

## Next Steps

If you are interested in serving as a Reception / Front Desk Volunteer or would like more information:

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