

**Job Description:**

**Title:** Volunteer Receptionist

**Report to:** Administrator

**Duties and Responsibilities:**

- Monday – Friday, from 9:00 a.m. – 12:00 p.m. and 12:00 p.m. – 3:00 p.m. (2 shifts per day)
- Answers telephone calls in a professional and courteous manner and provides information/assistance or transfers caller to appropriate department/staff member
- Has knowledge of Township programs and services
- Greets and welcomes Township visitors and either directs them to the appropriate location/individual, or assists them, as follows:
  - Provides visitors with appropriate form(s) to completed to file a Freedom of Information Act request, notes exact date and time of request, and provides completed form to FOIA officer
- Opens, date stamps, and sorts incoming mail
- Records accurate and complete phone or visitor messages, when necessary and delivers to Administrative Assistant
- Completes any other duties that may be deemed necessary or appropriate to fulfill the mission of the Township Board

**Knowledge, Skills, and Abilities:**

- Knowledge of current office procedures and methods, including telephone communications, office systems, and record keeping
- Proficiency in the use of personal computers and Microsoft products, including teams and outlook
- Professional communications and interpersonal skills to deal effectively and efficiently with visitors to the Township offices
- Complete fluency in the English language, both verbal and written
- Good interpersonal skills and the ability to interact with other employees from all levels within the Township
- Ability to multi-task

**Credentials and Experience:**

- High School Diploma and related work experience

**Work Environment**

- Elk Grove Township operates as a professional environment. Volunteers are expected to act, dress, and respond to the public in a controlled, professional manner.

**Please send Volunteer Application to:**

Izabela Manzo, [imanzo@elkgrovetownship.com](mailto:imanzo@elkgrovetownship.com) or drop off your application at the East Entrance of the Township building (600 Landmeier Rd, Elk Grove Village, IL 60007)

***\*\*Please Note: We do not accept individuals seeking court-ordered community service hours.***