



## Reception Desk

3 hours a week; minimum of a 1-year commitment

1511 E. 11<sup>th</sup> St.; Loveland, CO 80537 – 970.663.2671, [info@birthline Loveland.org](mailto:info@birthline Loveland.org)

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**PROGRAM AREA(S):** Client Services

**SUPERVISOR / TEAM:** Assistant Director – Melonie Fusilier

**DESCRIPTION IN BRIEF:** The Reception Desk Volunteer helps keep our Client Services running smoothly by welcoming everyone who comes in our door, assisting client check in at the Reception Desk, entering data into the computer database, and scheduling appointments. This volunteer needs to have good computer skills, internet knowledge, and customer service experience. This position also requires excellent phone etiquette and knowledge of phone systems.

**NEED:**

Within the greater Loveland area there are approximately 1200 unintended pregnancies each year, 200 of which are with teens. There is a need in our community to reach out to those women and couples and give them a message of hope, relationships with which to walk through their decision-making process and early parenting years, and material goods which they will need along the way. Birthline provides those things, and our volunteers help meet these needs in various ways – direct client help, facilities, operations. This position serves the need of Client Services.

**RESPONSIBILITIES / DELIVERABLES:**

- Greet Clients and guests quickly and kindly
- Maintain our daily client database
- Answer phones
- Keep Reception Desk organized

**QUALIFICATIONS / SKILLS:**

- Committed Christian and prolife supporter.
- Character traits of integrity, kindness, patience.
- Computer experience and knowledge
- Organization
- Good people skills

**WORK ENVIRONMENT:**

- Friendly staff and volunteer team; fun and collegial environment.
- Mostly sitting with minimal lifting

**TRAINING / SUPPORT:**

- General volunteer training of expectations, logistics, organizational representation, and facilities.
- Standard Background Check required.

**TIME REQUIREMENTS:**

- **Minimum Time Commitment** – 1 year.
- **Hours/Week** – Approximately 3 hours a week.