

Loudoun Workforce Resource Center

Volunteer Position Description

Title:	Front Desk Support
Purpose/objective:	Seeking a qualified individual to assist with greeting customers and triaging customer needs.
Location:	Loudoun Workforce Resource Center
Key responsibilities:	<ul style="list-style-type: none">• Greet customers and offer tour of services and Welcome packet• Cover Front Desk by answering phone and listening to customers' needs and directing them to appropriate services, Employment Counselor or Employment Coach• Monitor computer activity and assist customers as needed• Data Entry as needed
Qualifications:	<ul style="list-style-type: none">• Must be at least 18• Knowledge of Xerox, computer, fax, scan and other office equipment• Working knowledge of MS Office and internet applications• Positive interpersonal skills• Ability to ask questions to understand customer needs
Time Commitment:	2, 1/2 days per month
Training/Support Provided:	<ul style="list-style-type: none">• Staff support
Benefits:	<ul style="list-style-type: none">• A meaningful and positive impact• Assist friends & neighbors
Supervisor:	Karen McClelland – Training Coordinator
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E-mail:	karen.mcclelland@loudoun.gov
Program Website:	www.loudoun.gov/wrc