

Volunteer Front Desk Receptionist

Location: Sabathani Community Center

Reports to: Vice President of Housing Services

Position Type: Volunteer – Part-Time

Schedule: Monday -Friday, Shifts 8AM to Noon and Noon to 4PM

Position Overview:

Sabathani Community Center (SCC) is a 58-year old African American institution and nonprofit serving a multi-cultural community of 50,000 community members in South Minneapolis. SCC was founded in 1966 by a handful of concerned community members seeking to address social and economic disparities in underserved communities in the areas of youth programming, housing, health and education. The organization is a major resource hub expanding services within the South Minneapolis community.

As the Front Desk Receptionist Volunteer, you will be the first point of contact for visitors, clients, and community members. You will play a key role in creating a welcoming and professional environment at our community center while supporting the smooth daily operation of front office activities.

Key Responsibilities:

- Greet all visitors warmly and direct them appropriately
- Answer and route phone calls in a courteous and professional manner
- Respond to general inquiries in person, by phone, or email
- Assist with check-ins for appointments, classes, or events
- Maintain the cleanliness and organization of the front desk area
- Maintain the cleanliness and order of the coffee and tea area in the lobby
- Provide administrative support such as filing, copying, and data entry
- Notify staff of guest arrivals and scheduled meetings
- Uphold confidentiality and a respectful, inclusive atmosphere at all times

Qualifications:

- Friendly and welcoming demeanor with strong interpersonal skills
 - Dependable, punctual, and professional
 - Good verbal and written communication skills
 - Basic computer proficiency (email, MS Office)
 - Ability to multitask and remain calm in a busy environment
 - Experience in customer service or receptionist work is a plus, but not required
 - Commitment to the mission and values of Sabathani Community Center
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Time Commitment:

Minimum of 20 hours per week. A commitment of 1 year is preferred to ensure consistency and community connection.

Training and Support:

All volunteers will receive an orientation and on-the-job training. Ongoing support and supervision will be provided by the Vice President of Housing Services.

Benefits of Volunteering:

- Gain valuable administrative and customer service experience
 - Contribute to a meaningful cause in your community
 - Connect with a diverse group of staff, volunteers, and residents
 - Receive volunteer recognition and letters of recommendation upon request
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How to Apply:

Please complete our volunteer application at Sabathani.org or contact Kelina Morgan at kmorgan@sabathani.org for more information.