



## Position Description

**Position Title:** Front Desk Volunteer

**Position Summary:** Assists MCHC staff with general office tasks, plus tasks associated with membership and special events.

**Reports to:** Executive Director, Mother & Child Health Coalition

### Job Requirements

- High school diploma or equivalent;
- Experience in clerical work in a professional office setting;
- Type 40 words per minute;
- Professional dress and appearance;
- Welcoming and friendly demeanor with all office visitors, staff, members, Board, etc.
- Strong organizational skills;
- Knowledge of data bases, such as Excel, Access and Exceed, Microsoft Office and other frequently used software;
- Competency in English grammar and spelling;
- Ability to understand and maintain effective working relationships with staff and the general public;
- Knowledge of general office practices and procedures;
- Ability to compose routine correspondence;
- Ability to operate office equipment: computer, copy and fax machines, postage meter, printers, telephone;
- Experience in use of e-mail and the Internet;
- Availability during regular office hours;
- Ability to maintain confidentiality of private information.

### Preferred Qualifications:

- Bi-lingual (Spanish);
- Prior experience working in non-profits; passion for mother, child and family health-related issues;
- Associate's degree;
- Familiarity with use of social media.

### Primary Duties

- Answer phones, take messages and forward calls as appropriate;
- Greet staff, Coalition members, community visitors, and delivery personnel;
- Provide administrative support for executive director, project managers and program coordinators;

- Collect, meter, record, deliver and distribute mail, and check for faxes on regular basis;
- Type routine correspondence and materials for presentations/publications as requested;
- Process requests for Community Resource Guides;
- Make certificates as requested;
- Maintain supply of publicity materials, i.e. public relations packets, brochures, business cards, etc. to be on hand when needed.

#### **Additional Duties**

- Support staff with organizing materials as needed;
- Prepare registration materials for Quarterly meetings and conferences (roster, name tags, badges, table tents, etc.);
- Assist with special event registration.

To apply, send a letter of interest and a copy of your résumé to [info@mchc.net](mailto:info@mchc.net)

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