



American Red Cross

Augusta Chapter

Front Office

Manager: Jennie Dodd

The Front Office greets all guests to the Red Cross of Augusta. Guests may be donors, clients, or volunteers. The Front Office also directs volunteers and clients appropriately. They ensure office procedures are followed thoroughly.

Current Opportunities:

- Front Office Assistant
- Receptionist

Front Office Assistant

Department: Front Office

Reports to: Jennie Dodd, Front Office Manager

Time Commitment: 4 hours per week

Job Description:

Under direction of the Administrative Assistant, and in collaboration with other program directors, provide support to the office procedures.

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Welcome guests
- Answer phones regarding general inquiries about Red Cross programs and services
- Perform general typing of certificates, miscellaneous letters, and confirmations of meetings and classes.
- Perform general clerical work including: filing and Xeroxing when necessary
- Keep all information confidential

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Specific knowledge and skills in office procedures
- Ability to develop effective public relationships
- Ability to type, keep organized records and to be professional on the telephone

Receptionist

Department: Front Office

Reports to: Jennie Dodd, Front Office Manager

Time Commitment: 4 hours per day

Job Description:

Carry out front office/receptionist duties

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Greet guests in a courteous, professional manner
- Ensure volunteers sign in and sign out
- Answer and direct phone calls to the appropriate department
- Handle donations appropriately
- Check mail and deliver to correct department
- Handle delivery shipments

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Friendly personality
- Ability to use a multi-line telephone system