

Volunteer Position Description

Position Title: Volunteer Receptionist

Purpose: To act as a greeter and resource for the public using the clinic.

Accountable to: TCA Founders and staff.

Time Commitment: 4 hour shift: Mondays 3-7 p; Tuesdays 2-6p;
Wednesdays 10a-2p, 2-6p; Thursdays 2-6p;
Fridays 11a-3p, 3-7p; Saturdays 9a-1p

Qualifications:

- Belief in the mission & values of Tucson Community Acupuncture.
- Good interpersonal skills, including the ability to work with the public, other volunteers, and the TCA employed staff.
- Computer skills necessary for performing basic office tasks.
- Willingness to commit the time needed to fulfill the requirements of the position weekly; minimum of 6-month total commitment requested.
- Reliable transportation to and from site location at 2900 E. Broadway.

Training: Provided by staff.

Responsibilities and Accountabilities:

1. Greet and orient patients and community members to the clinic
2. Pull charts for the day and file charts at the end of the day as needed. Answer phones and take messages.
3. Make/change appointments for acupuncture
4. Take payments (cash, check, credit card) and record in payment log
5. Prepare and mail information regarding any services provided.
6. Keep waiting room tidy
7. Work on a variety of projects (will vary on volunteer interest and staff need) including, but not limited to: on-line research, library organization, retail, volunteer management, mailing, community outreach, phone calls, data entry and more...
8. Maintains a high level of confidentiality of all TCA matters.
9. Other duties as mutually agreed upon.

Benefits:

4 hours of volunteer service is awarded a \$15 discount on acupuncture (comparable to one treatment). Volunteer will track hours on desk calendar at front reception desk.

I agree to the above terms of the position.

Signed _____ Date _____