



Volunteer Position Description – Central Office (Front Desk)

Responsibilities:

- Act as the first line of contact and the face of Heartland Head Start. Answer doors and telephones; transfer calls and take messages as appropriate. Answer basic questions regarding the program and activities.
- Maintain an inventory of office supplies and process approved supply requests.
- Provide administrative and office support to the Program Operations Team, including special projects, general office work, program support, correspondence, data compilation and records data input as needed.
- Ability to operate a multi-line phone system with voicemail.
- Able to use equipment common to an office environment, including but not limited to: typewriter, adding machine, postal related equipment, photocopier, computer software and peripherals (i.e. mouse, keyboard, printer, etc.)
- Sort and stamp mail as it is received and sent daily.
- Support other Office Assistants, Facilities & Transportation Manager, and other agency sponsored programs, as needed.

Report to:

- Program Operations Manager

Time Commitment:

- As needed

Qualifications:

- One time a month or less – Must fill out an application or orientation but NOT required to complete DCFS background check or provide health screening documentation.
- More than one time a month – Must complete the application, DCFS background check and provide health screening documentation. They must also complete a volunteer orientation.
- Fill out Heartland Head Start Volunteer In-kind Time Tracking Form

Please contact Alton Shelvin (Program Operations Manager) at 309-662-4880 or a.shelvin@heartlandheadstart.org to start the process and ask questions.