



JOB POSTING

JOB TITLE: Receptionist
STATUS: Part-time; Non-exempt, Mon-Fri 8:30am-2pm
REPORT TO: Supportive Services Manager
PAY RATE: \$18.00-\$21.00/hour, DOE

09.2026

PRIMARY FUNCTIONS:

- Answer a busy multi-line telephone and provide agency information in a professional, accurate manner.
- Able to provide a wide variety of information to callers regarding VOC programs, services, events, etc.
- Greet visitors and clients in a timely and welcoming fashion.
- Respond to requests for information; able to determine when issues need immediate attention.
- Provide excellent customer service and respectfully set boundaries with clients and connect them with the appropriate staff person to address their needs.
- Demonstrate commitment to the principals of the Sanctuary Model, which is used as a blueprint for clinical and organization change and promotes safety and recovery from adversity through the active creation of a trauma-informed community.
- Support the mission of VOC/collaboration both inside and outside of the organization.
- Conduct outreach as needed.
- Other duties as requested by Supportive Services Manager.

PREFERRED QUALIFICATIONS:

- 2-3 years' experience answering phone inquiries in a professional environment. Experience in working in human services, care management, or intake preferred.
- Skilled in handling a multi-line phone system.
- Effective interpersonal communication skills; a willingness to be helpful, flexible, patient, and creative; and the ability to remain calm and professional.
- A nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Must have working knowledge of general office procedures, use of standard office communication equipment and strong computer skills including MS Office.
- Demonstrated professional poise, courtesy, tact and resourcefulness in greeting and dealing with a diverse population of clients. Able to appropriately process confidential information.
- A veteran or a person with solid knowledge of veterans' issues and special needs strongly preferred.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***