



**Internship, Service Learning, or Volunteer Position - Receptionist**  
with the Family Resource Center

**Description:** The Family Resource Center (FRC) offers a Receptionist Internship/Service Learning position for the upcoming semester. The mission of the FRC is to build healthier families and stronger communities through positive relationships, programs and collaboration in Humboldt County. As a part of the FRC team, Receptionists play an essential role in supporting families in our neighborhood. Under the supervision of FRC staff, the Receptionist is the communication link between clients, visitors, volunteers and staff. All agents of FRC are expected to support a culture of inclusivity, diversity and equity. This is an unpaid position. For more information on our programs, please visit our website at [www.frc.org](http://www.frc.org).

**Supervisor:** Name: Mario Ayalo Title: Family Resource Center Associate Director

**Job Duties and Responsibilities Related to This Position:**

- Greet all clients and visitors with equity and respect.
- Schedule and sign-in appointments.
- Operate a multi-line phone system.
- Answer all public inquiries directly or through referrals.
- Must learn and remain updated on Family Resource Center staff and programs.

**General Duties and Responsibilities:**

As an important part of the Family Resource Center team, volunteers are expected to:

- Demonstrate and encourage a professional and positive attitude in all job related activities.
- Complete all tasks in compliance with Family Resource Center policies, and as assigned by the supervisor, that are consistent with the definition and intent of the job description, in a safe and timely manner.

**By the end of the Internship/Service Learning Experience, the student will have the opportunity to experience at least one of the following:**

- Understand and demonstrate knowledge of community resource program offerings.
- Learn how to operate a multi-line phone system.
- Develop service skills in public relations with a diverse community.

**Minimum Qualifications:**

- Excellent communication skills, including phone skills and etiquette.
- Professional dress.
- Ability to work at a fast pace.
- Experience working with diverse populations is desired.
- Bilingual skills are strongly desired.

**Education and experience requirements:** Experience or training equivalent to one year of working in an office environment, with family support programs training, office reception, management or a closely related field. Applicants are encouraged to suggest modifications or enhancements to their internship program.

**Transportation Information:** Volunteer is responsible for own transportation to the FRC. The FRC, located at 222 Valley West, is on the Arcata Mad River Transit Gold Bus Route.

**Recruitment period:** Ongoing, year-round. Interns will be required to put in 60 hours of work during the internship period. Interns may choose Fall (Sept.-Dec.), Spring (Feb.-May), or Summer (June-August) period. Shift scheduling is very flexible and the internship can be completed around HSU classes. HSU course credit might be available - check with your faculty advisor or major department.

**Application process:** Send resume and cover letter specifying relevant experience, and your predicted weekly availability schedule. Submission via email is preferred: [mayalo@frc.org](mailto:mayalo@frc.org). For more information, contact Mario Ayalo at 707-888-8888.

*\*Be sure to remove all graphics and references to the HSU Center for Community Based Learning on your Position Description.*