

First Desk

Mission:

To provide office support to the Administrative Assistant and to provide information about the IRP to members and external individuals who contact the IRP office.

Activities:

The responsibilities of First Desk volunteers include, but are not limited to, the following:

- Answer and direct incoming phone calls.
- Provide information about the location of study groups and meetings.
- Provide information about study groups.
- Assist members in signing up for meetings and group activities such as trips.
- Provide information to callers needing IRP information and applications.
- Assist with lost and found items and papers.

The person at the First Desk is the first person that members and others encounter upon entering the office and is responsible for providing information, guidance, and courteous responses to inquiries.

The Chair(s) of the First Desk provides volunteers with an orientation to their responsibilities, information in a timely manner, and responses for common questions to avoid confusion. The Chair(s) coordinates the work of the First Desk with the Administrative Assistant and the Director and is available for questions from First Desk volunteers.

Participant Skills and Experience:

First Desk volunteers must be able to answer questions, refer people to other destinations, direct people to the Administrative Assistant, or, if appropriate, to the Director. They should represent the IRP and The New School well and provide informative and appropriate responses to inquiries. Persons entering the office should be satisfied that First Desk volunteers made every effort to deal with their needs while enabling the Administrative Assistant and Director to concentrate on their responsibilities. First Desk volunteers should be able to use online resources such as the Zine.

Participant Selection Process:

Each semester, there are 10 or more positions to be filled when school is in session (2 each day during the semester). When classes are not in session, the front desk is covered for the mid-day hours (one shift each day).

Announcements of openings for First Desk volunteers, along with instructions on how to apply, are posted in the IRP Observer and on the IRPZine. Volunteers are selected and scheduled by the chair(s) based on the need for volunteers.