



Front Desk Volunteer Service Description

Purpose of the Position: To provide courteous service to all visitors, callers, and families staying at the House.

- **Shifts:** 8:00am to 12:00pm, 12:00pm to 4:00pm, 4:00pm to 7:00pm. Commitment to a weekly or biweekly schedule for a minimum of six months, is preferred.

Qualifications:

- Must have a friendly, outgoing, and professional demeanor.
- Must have excellent people skills and experience working with the public.
- Must display compassion and sensibility to our guests, who are going through a difficult time.
- Must display a pleasing phone manner and be polite at all times.
- Must be comfortable enforcing the guidelines that the House sets regarding visitors and guests.
- Must be comfortable driving passengers on a golf cart to and from the hospital.
- Must have a clean driving record and provide printout from the DMV. Below is a link to the DMV website where you can request and print a copy of your driving record.
<https://www.dmv.ca.gov/portal/dmv/detail/online/dr>

Duties and Responsibilities:

- Greet families, visitors, and the public in a friendly professional manner.
- Answer main phone line, transfer calls, and take accurate messages.
- Assist staff and donors with any in-kind donations brought to the House.
- Direct visitors to visitor sign-in book and provide visitor passes.
- Familiarize yourself at the beginning of your shift with the names of the registered families, staff on duty, and daily activities.
- Check meal calendar and distribute notification signs.
- Assist families with various needs including toiletries and household supplies.
- Safely transport families to and from the hospital entrance in our golf cart.
- Ask a staff member if you have any questions or issues.
- Other duties or projects as assigned.