



Title: Front Desk Host

Purpose: To create a warm, welcoming and professional atmosphere for all who enter the House.

Status: Volunteer: 8 hours/month; four month minimum commitment

Report to: House Operations and Programs Director

Function: Serve as a host and guest family services assistant.

Duties and Responsibilities:

- Attend volunteer orientation, trainings and periodic refresher sessions.
- Greet and register new guest families.
- Check out guest families.
- Give tours to new guest families, new volunteers and groups.
- Receive and manage unscheduled guests and groups, e.g., wish list drive deliveries.
- Schedule small volunteer groups using an electronic calendar program.
- Process pop tab donations, including issuing a receipt.
- Assist program staff, as requested.

Shifts:

9:00 a.m.-1:00 p.m.
1:00 p.m.-5:00 p.m.
5:00 p.m.-9:00 p.m.

Qualifications:

- Ability to commit to a regular, weekly schedule of two, four-hour shifts per month, with scheduled time off.
- Ability to collaborate with program staff.
- Good organizational skills.
- Aptitude to operate office equipment, i.e. printer, scanner, copier, and fax machine.
- Proficiency in the Microsoft Office Suite.
- Must have impeccable customer service skills.
- Attention to detail.
- Must work well independently and with minimal supervision.
- Ability to lift up to 20 pounds and be free of physical health limitations that might result in injury.