

# Center Programs Team/ Front Desk Assistance

## **-What a Volunteer Can Expect-**

**Direct Supervisor:** Center Director

**General Role Description:** Volunteers in this role will be assigned to the front desk of a senior center and assist participants and center staff with daily operations. The importance of this role is to meet and greet participants with a smile and make them feel welcomed. This volunteer would be responsible for various administrative/clerical tasks during their volunteer times.

**Work Location:** The front desk at one of the five main Senior Centers.

### **Responsibilities and Duties:**

- greeting participants
- answering questions
- answering phones
- directing clients and volunteers to meetings and interviews
- communicating with staff members
- help sign in participants and volunteers
- some filing/ clerical tasks

**Commitment:** Volunteers will be needed on average for a 3 hour shift at least once a week. They should also be open to helping with extra projects such as decorating for upcoming events, helping with serving lunch in a pinch.

**Training:** There will be one-on-one training with an experienced volunteer or other administrative staff. The volunteer will be provided with and asked to review a front desk manual.

**Dress Code:** Volunteers will be issued a BSRI volunteer T-shirt upon their start date. This shirt will be required to be worn during the volunteer shift. Each volunteer will receive one free shirt, if a volunteer wishes to acquire more shirts, they can purchase them at the center for \$15.00.

### **Recommended Skills:**

- *communication skills*
- *problem solving skills*
- *customer service skills*
- *basic reading and writing skills*
- *basic computer skills*
- *knowledge of google mail and calendar*
- *excellent communication and customer service skills*
- *patience*
- *consistency*
- *organization skills*