



Front Desk Volunteer Job Description

Volunteers who are seeking a more advanced role in the organization can apply to be a Front Desk Volunteer. This role helps to support our guest services team.

Availability:

- Should be able to volunteer once per month at a minimum.
- Four-hour shifts available:
 - Mon – Fri: 9:00am – 9:00pm

Responsibilities

- Answer telephone calls regarding general inquiries
- Enter guest referrals into computer system
- Assist with guest check-in
- Process guest payments
- Complete House Volunteer tasks as needed
- Perform other day-to-day operations tasks as instructed by staff

Requirements:

- Must be 18 or older
- Must complete **a minimum of 12 hours as a House Volunteer**
- Must be willing to make a **6-month minimum commitment** to volunteering
- Must pass a criminal background check
- Must be comfortable using various forms of technology
- Must show kindness and patience with guests who are navigating stressful circumstances
- Must possess good communication skills (verbal and written)

Training:

- Attend **at least** two Front Desk Training shifts (more as needed)