

Front Desk Volunteer Job Description

*We provide open doors to safety,
wellness and dignity for our city's
homeless. www.bdhh.org*



POSITION OVERVIEW: The front desk staffers are the first people our guests, volunteers and donors often encounter as they call or come through the doors. This job is high energy and requires compassionate communication skills.

Duties at the front desk can vary from getting someone a warm pair of socks, answering questions about dropping off donations, answering questions about the facility, contacting a staff member and everything in-between. The front desk has two people staffed at all times to help with the flow of calls and walk-in questions that arise. If both people are volunteers at the front desk, you will also be assigned an additional go-to staff member that day for additional support.

Note: New volunteers will shadow staff before taking on front desk responsibilities.

Time required: Flexible, any block of time between 8 a.m. and 5:30 p.m. **Volunteers needed:** 1 or 2

RESPONSIBILITIES

- Answer the phone.
- Greet guests.
- Help with walk-in questions at the desk.
- Accept donations and thank donors.
- Sort mail.

GENERAL EXPECTATIONS

- Prior to your first shift, complete a brief orientation and tour with the Volunteer Coordinator.
- Schedule an initial shadowing experience prior to the first shift.
- Come with an open heart to best serve the needs of the day.
- Contact us if you are unable to come; stay home if you are not feeling well.
- *Love thy neighbor.* Respect the dignity of others.
- Before departing, log out and list volunteer hours in the volunteer binder at the front desk.
- Have fun, smile and enjoy your time with us. We and the guests are grateful you are here!

QUESTIONS?

- Contact the Volunteer Coordinator at volunteer@bdhh.org or 605-809-8423
- General questions about BDHH: info@bdhh.org

TO SIGN-UP TO VOLUNTEER, PLEASE VISIT OUR WEBSITE:

<http://www.bdhh.org/volunteer/volunteer-options/>