



FRONT DESK RECEPTION (YESLER TERRACE) VOLUNTEER POSITION DESCRIPTION

BACKGROUND AND PROGRAM SCOPE

Neighborhood House partners with diverse individuals and families to build community and achieve their goals for health, education and self-sufficiency.

This position plays a critical role in customer relations, client services, directing clients and visitors, managing agency communications, and assisting the admin team with administrative projects.

RESPONSIBILITIES

- Welcome and direct clients to the appropriate staff person or other agency
- Answer the phone and direct calls
- Explain programs and services to interested individuals
- Assist with administrative and organizational tasks

QUALIFICATIONS

- Commitment to helping people in need, especially low-income and immigrant people
- Patience and positive attitude
- Good communications skills, including fluent English (bilingual skills encouraged)
- Ability to work independently
- Friendly personality and someone who enjoys providing good customer service
- Must be consistent and reliable

BENEFITS

- Meet and greet a variety of people, helping provide for their well-being and success
- Good administrative experience and introduction to social services

TIMEFRAME

Volunteer shifts are available during the following times:

- Tuesdays from 9a -5p or 9a – 1p or 1p-5p
- Wednesdays from 1p – 5p
- Thursdays from 9a – 5p or 9a – 1p or 1p – 5p
- Fridays from 9a – 5p or 9a – 1p or 1p – 5p

Volunteers must be able to commit to a full shift.

LOCATION

Raven Terrace
820 Yesler Way
Seattle, WA 98104

APPLYING

Anyone interested in volunteering for this position should complete our [Volunteer Inquiry Form](#) so that we can learn more about you.

For questions about this, or any other Neighborhood House volunteer positions, contact Janelle Losse, Volunteer Services Manager, at (206) 461-8430 ext. 2006 or janellel@nhwa.org.