



FRONT DESK RECEPTION-High Point Center VOLUNTEER POSITION DESCRIPTION

BACKGROUND AND PROGRAM SCOPE:

At Neighborhood House (NH), our vision is a healthy, diverse, and welcoming community, free of poverty and racism, where all people thrive. We serve nearly 13,000 individuals in Seattle/South King County in the areas of early learning, youth development, citizenship, employment, health care coordination, housing stability, and resource navigation. In addition to direct services, we use our experience and deep connection to our communities to advocate for equitable access to services, and policy changes that advance equity for all.

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:

- Monday 9a – 1p OR 1p – 5p OR 9a – 5p
- Tuesdays, 9a – 1p OR 1p – 5p OR 9a – 5p
- Wednesdays, 3p – 5p
- Thursdays, 1p – 5p
- Fridays, 3p – 5p

Volunteers must be able to commit a full shift.

LOCATION:

Neighborhood House High Point Center.
6400 Sylvan Way SW Seattle, WA 98126

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 our Volunteer Manager at 206-670-6807 or via email at munaa@nhwa.org.

Thank you