



## **FRONT DESK RECEPTION (HIGH POINT) 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:

- Monday through Friday, 9a – 1p and 1p – 5p

Volunteers must be able to commit to a full 4-hour shift.

**LOCATION:**

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](mailto:munaa@nhwa.org).

**THANK YOU!**