



Front Desk Volunteer Description

Location: Bellingham Senior Activity Center

Volunteer schedule: Volunteers typically volunteer for 3 or 3.75 hour shifts.

Morning shift 8:45 a.m. to 12: 30 p.m. OR

Afternoon shift 12:30 p.m. to 3:30 p.m.

Objective: Welcome guests and provide efficient customer service and information regarding scheduled activities, programs, classes, and events at the senior center (BSAC).

Duties and Responsibilities:

- Greet everyone in a cheerful and helpful manner, ask guests questions as needed and offer to help resolve issues as they arise.
- Help members log in to WiFi.
- Answer phone calls, take messages, transfer calls, schedule appointments, and provide information regarding the BSAC, programs, activities, membership, etc...
- Process payments for membership, and other BSAC program fees.
- Call WTA to schedule bus rides for disabled guests.
- Ask guests to fill out membership cards, and give them required forms for using the gym.
- Make sure the cash drawer is put away each day and money is counted alongside a staff member.
- Assist with keeping reception area neat and clean. Wipe down counters.
- Help guests find items in lost and found.
- Assist with special tasks as needed, such as folding bulletins, filing documents, labelling envelopes, copying forms, etc...
- Give tours of the center to potential members, guests and family members.
- Hand-out volunteer applications to potential volunteers and let them know about the fun volunteer opportunities at the center.
- Try to introduce volunteers to each other to create a fun social experience.
- When people come to the center for Meals on Wheels, help them get a bag of meals or connect them with a staff member who can help them.
- Let the Volunteer Coordinator know as soon as possible if you can't work during a scheduled volunteer shift.
- Requires a combination of walking, standing, lifting up to 5 pounds, and sitting.

Qualifications:

- Friendly, helpful, courteous, and kind.
- Able to effectively work with a wide variety of people, even those who might be difficult or have cognitive limitations. (Customer service experience a plus.)
- Able to communicate clearly to explain programs.
- Have good interpersonal communication as a receptionist at the front desk
- Ability to learn new skills and be flexible to change.
- Have thorough knowledge of the facility, the BSAC programs/services, and able to learn the names, positions, and locations of staff in the center.

- Able to work independently, solve problems, and work well in a busy atmosphere with multiple tasks.
- Have good organizational skills and able to pay attention to detail.
- Must be able to maintain strict confidentiality about the center's members and volunteers.

Relationships:

- Reports to Volunteer Coordinator for scheduling and general concerns.
- Works closely with other staff members and volunteers, so fostering a collaborative environment is important.
- Reports incidents or concerning behavior to staff as needed.

Volunteer Application

All volunteers are required to complete a Volunteer Application before volunteering at the center. The application can be found on our website OR a copy can be picked up at our Front Desk.

Here is the link to the application:

<https://whatcomcoa.org/volunteer-application/>

We work with a vulnerable population of adults, all volunteers will be asked to give us permission to conduct a background check before they can volunteer. (It is required by state law since we work with vulnerable adults.)

For any questions contact the Volunteer Coordinator:

Teddi Anshus (she/her)

tanshus@whatcomcoa.org

or call 360-733-4030 x1024