



Greeter Volunteer Description

Location: Bellingham Senior Activity Center

Volunteer schedule: Volunteers typically volunteer for 2.5 or 3 hour shifts.

Morning shifts 8:00-11 a.m.,

Mid-Day Shifts 11:00-1:30pm

Afternoon shift 1:30-4:30 p.m.

Saturday (Special Hours, for experienced volunteers only)

Objective: Greet all guests who enter the center with a warm welcome, so that everyone who comes to the center feels valued and appreciated. The volunteer Greeter also helps guests sign-in for activities, classes, and lunch, while also directing them to the appropriate room/location. Volunteer Greeters also answer questions about scheduled activities, programs, classes, and events at the Bellingham Senior Activity center (BSAC). The Greeter will be asked to give tours of the center to potential members once they feel comfortable giving tours.

Duties and Responsibilities:

- Greet everyone in a cheerful and helpful manner and offer to help resolve issues as they arise.
- Provide answers and information regarding the BSAC and programs/activities.
- Refer guests to the Front Desk for additional information when needed.
- Make sure all lunch guests get signed in for lunch to ensure WCOA receives necessary government funding for lunches.
- Assist with special tasks as needed, such as folding bulletins or labelling envelopes.
- Give tours of the center to potential members, guests and family members (after feeling comfortable with the layout of the center).
- Introduce volunteers and members to each other to create a fun social experience.
- Let the Volunteer Coordinator know as soon as possible if you can't volunteer during a scheduled volunteer shift.
- Requires mostly sitting and is wheelchair accessible.

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 and answer questions with kindness and compassion, even when guests might be feeling stress, fear or anxiety.
- Willing to learn about the facility and the programs hosted at the BSAC.
- 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