

Bethlehem Inn Volunteer Job Description

Job Title:	Front Desk Volunteer
Scheduled Hours:	2-4 hour shifts
Days:	Flexible shifts (the Front Desk is open 6am and 10 pm, 7 days/week)
Reports to:	Volunteer Coordinator

Mission and Position Summary:

Founded in 1999, the Bethlehem Inn is a community supported emergency shelter committed to providing a safe, secure and accountable environment for residents to meet basic needs and connect to community resources. Our goal is to support single adults and families in making life-affirming choices and measurable progress towards self-sufficiency. The Bethlehem Inn provides emergency access to shelter and food in a safe, secure environment.

The Front Desk Volunteer is generally the initial interface between not only the residents of the Bethlehem Inn but the public. Centrally located, the Front Desk volunteer will be in the prime position to note the arrival and departure of existing and potential residents, visitors, and various state and local agencies and businesses entering the premises.

Key Attributes:

- Confidentiality
- Punctuality, dependability
- Good with People
- Good phone, organization and communication skills
- Able to follow rules, procedures and staff instructions
- Knows when to involve staff in various situations
- Alert and observant
- Calm, able to multi-task

Essential Duties and Responsibilities:

- Greets and directs all visitors and residents
- Observes activity on the premises and notifies staff in appropriate situations
- Answers and directs incoming calls; retrieves and distributes messages
- Ensures completion of paperwork, sign-in and security procedures
- Accepts and helps unload food, clothing, and other donations; provides donation receipts
- Ensures that any donated perishable food items are moved to the kitchen
- Assists residents regarding check-in/out and personal requests (such as hygiene items)
- Distributes mail and lunches to residents
- Directs visitors to the appropriate staff member for meetings, deliveries and cash donations

- Maintains daily logs
- Performs general administrative duties including special administrative projects

Physical Demands:

While performing the duties of this job, the volunteer is regularly required to sit, stand and walk. Good vision, hearing and speaking ability is required. The volunteer is occasionally required to lift up to twenty-five (25) pounds.

Work Environment: The work environment can be unpredictable depending on the time of the day and resident activity. The Bethlehem Inn is a fluid environment and a volunteer should have the ability to think quickly on their feet and act with patience and compassion with both residents and donors. Our residents are people with challenging needs often coming from chaotic circumstances.