

**Position Title:** Client Greeter and Receptionist

**Purpose:** Crossroads Community Services exists to nourish out community's low-income families by providing nutritious food and supportive education. The Client Greeter will be the first friendly face for all Crossroads' visitors and ensure the efficiency and quality of the client intake process.

**Supervisor:** The Client Greeter will report to the Food Programs Coordinator

**Responsibilities:**

- Staff the building's welcome desk
- Greet all clients, volunteers and visitors and provide all necessary directions within the building
- Confirm client appointments and distribute numbers to incoming clients based on appointments and walk-ins
- Distribute new client information packets and enrollment forms to all new clients
- Answer questions about Crossroads
- Assist with waiting room maintenance, set-up and organization
- Distribute emergency boxes as needed
- Assist with administrative tasks

**Time Commitment:** Once a week for 4 hours with a minimum commitment of 2 months. Shifts are available Monday – Friday from 8am – 12pm and 12pm – 4pm.

**Qualifications:** Volunteers must be friendly, customer-service focused and open to working with individuals from any background. English/Spanish bilingual is strongly preferred, but not required.

**Orientation and Training:** All volunteers are required to attend and complete a volunteer orientation before starting their service. Client Greeters will receive additional training from the Food Programs Coordinator.

**Benefits:** opportunities to practice Spanish; relationship building; customer service experience; direct client interaction

**Appropriate For:** Individuals looking to make a long-term commitment.