



## CITY OF TUALATIN

### VOLUNTEER ASSIGNMENT DESCRIPTION

<b>ASSIGNMENT TITLE:</b>	<b>GUEST SERVICES TEAM MEMBER</b>
<b>GOAL/PURPOSE:</b>	Assists with information on a variety of Community Services programs and events, including questions about the Juanita Pohl Center, both in person and on the phone.
<b>SUPERVISION:</b>	Juanita Pohl Center Supervisor and Program Specialist.
<b>TIME COMMITMENT:</b>	2 hour shifts, at least once per week. A commitment of six months is encouraged.
<b>DUTIES:</b>	<ul style="list-style-type: none"><li>• Provide friendly customer service to guests both in-person and over the phone. Greet guests as they enter and leave the facility.</li><li>• Assisting patrons by answering questions about department programs, services and facilities.</li><li>• Be an advocate for the City and its programs and services.</li><li>• Be an ambassador for older adults in the community.</li><li>• Basic office and computer work, answer phones with an enthusiastic and friendly greeting.</li></ul>
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"><li>• Willingness to work with people of all ages and backgrounds.</li><li>• Ability to stay focused in busy environment.</li><li>• Ability to communicate with a friendly smile and a welcoming disposition.</li><li>• Ability to follow directions and ask questions. Provide feedback from customers to Center staff.</li><li>• Computer experience beneficial.</li><li>• A background check is required for this position.</li></ul>
<b>TRAINING:</b>	<ul style="list-style-type: none"><li>• An orientation session.</li><li>• Training will be provided on-the-job by Juanita Pohl Center staff during regular business hours.</li></ul>
<b>BENEFITS:</b>	<ul style="list-style-type: none"><li>• Meet interesting people.</li><li>• Make a positive difference in the community by interacting with both older adults and the general public.</li><li>• Support the aging population and program/services in our community.</li></ul>