

Volunteer Job Description

Title: Center Host
Report to: Host Coordinator
Trained by: Host Coordinator
Shift: 3 hour shifts weekly
Schedule: 9am to 6pm, Monday through Friday / 12pm to 3pm, Saturday and Sunday
(Usually a Host takes on one 3-hour shift per week)
Minimum Commitment: 3 months

Job Summary: Provide frontline support to community members by greeting visitors, directing phone calls, keeping the Center clean/accessible, answering questions about the Center and other services/resources in the community, and by assisting Center staff with administrative tasks/projects.

Duties and Responsibilities:

- Open the Center (for morning shifts);
- Make sure the Center is clean and tidy;
- Answer phones and greet visitors;
- Connect community members to Diversity Center and LGBT community resources and events;
- Keep resource literature and bulletin board up-to-date;
- Encourage visitors to sign-up for the Diversity Center mailing list and to become volunteers/members;
- Support staff with projects – mailings, collation, e-mails, etc.;
- Create a comfortable, professional, fun, and safe environment for all community members;
- Close the Center (for evening shifts).

Knowledge, Skills, Equipment and Abilities:

- Excellent communication and experience dealing with the public;
- Comfortable working with all members of our diverse community;
- Familiarity with the LGBTIQ community in Santa Cruz County;
- Good telephone and computer skills (e-mail and basic web searches);
- Positive attitude and good work ethic;
- Ability to establish priorities, work independently, and proceed with objectives without supervision.