



Ramsey County Community Human Services - Volunteer Services Unit  
160 East Kellogg Boulevard, Room 9800  
St. Paul, Minnesota 55101-1494  
Telephone: (651) 266-4090 Fax: (651) 266-4439

# **VOLUNTEER SERVICE DESCRIPTION**

## **Greeter**

### **Purpose:**

To present a positive first impression and general assistance/information to visitors.

### **Duties/Responsibilities:**

1. To report to station at scheduled time.
2. To maintain client confidentiality.
3. To maintain appropriate boundaries.
4. To interact with visitors in a friendly and professional manner.
5. To greet visitors as they enter the building.
6. To provide general information and assistance.
7. To assist with the completion of forms.

### **Qualifications:**

1. Must be at least 18 years of age.
2. Must be punctual, dependable and reliable.
3. Must possess the ability to work with a variety of people.
4. Must possess a cooperative attitude.
5. Must possess a basic understanding of client/staff/volunteer boundaries.
6. Must be sensitive and responsive to the needs of others.
7. Ability to respect and maintain confidential information.
8. Skilled in listening.
9. Skilled in the observation of body language and other nonverbal communication.
10. Skill in verbal communication.
11. Ability to clearly communicate with both the client(s) and staff.
12. Ability to read and write in English; the ability to speak a second language is desirable.
13. Must be able to work independently.

**Time Commitment:**

The minimal commitment for the Greeter is a 6-month term in the position. Scheduling is flexible, shifts are scheduled Monday through Friday between the hours of 7:30 a.m. and 6:00 p.m.

**Location:**

The Greeter is stationed in the foyer of the Ramsey County Government Center East.

**Supervisory Plan:**

Greeter volunteers are under the direct supervision of his/her assigned staff person with additional support and guidance provided by the Volunteer Services Coordinator. The Volunteer Services Coordinator, in cooperation with other agency staff, will provide general orientation and position specific training.

**Benefits:**

- Opportunity to learn new skills, or to maintain existing skills.
- Sense of accomplishment and personal satisfaction.
- Opportunity for professional networking.
- Opportunity to make a contribution and make a positive impact on the services provided to the citizens of Ramsey County.
- Opportunity to make a contribution and make a positive impact on the lives of others.
- Opportunity for personal growth.
- Orientation and training.
- Reimbursement for mileage.
- Reimbursement for parking expense, or bus fare.
- Meal allowance for shifts greater than 6 hours.
- Eligible to receive, upon request, 2 complimentary tickets (per month) to the Omni Theater at the Science Museum of Minnesota for the 6:00 p.m. show on the last Thursday of the month.