WELCOME DESK VOLUNTEER

Purpose of the Role

The **Welcome Desk Volunteer** plays a vital role in ensuring a safe, welcoming, and organized environment for families, guests, and staff. By monitoring the door, assisting with visitor registration, and supporting daily house operations, this role helps maintain the security and smooth functioning of the House.

Description of the Role

Volunteers are responsible for managing the entrance of the front door and gates, greeting guests, answering phones, handling deliveries, and ensuring shared spaces are tidy and stocked, all while creating a warm and compassionate atmosphere for those we serve.

This role may be a good fit for you if you have the following qualifications:

- **Strong Communication Skills**: Ability to greet guests warmly, answer questions, and convey information clearly.
- **Safety Awareness**: Vigilant in monitoring entrances, maintaining a secure environment, and following safety protocols.
- **Organizational Skills**: Effectively manages tasks like sorting donations and maintaining a tidy environment.
- **Interpersonal Skills**: Builds rapport with families, guests, and staff while maintaining professionalism.
- **Problem-Solving Skills**: Able to address guest needs or resolve minor issues promptly and efficiently.
- **Tech Proficiency**: Familiarity with using phones, registration systems (e.g., Breez'n), and basic computer tools.
- **Compassion and Empathy**: Demonstrates understanding and sensitivity toward families in challenging situations.

LOCATION: Holcombe House, 1907 Holcombe Blvd

REQUIREMENTS: 18 years or older, must successfully pass a background check

SHIFTS AVAILABLE: Every day of the week, with 3-hour shifts available between 9:00 AM and 9:00 PM.

TO APPLY: Ronald McDonald House Houston