



VOLUNTEER POSITION DESCRIPTION

JOB TYPE: Administrative Services

POSITION: Lobby Receptionist

DESCRIPTION: The volunteer Lobby Receptionist is often responsible for the first impression our guests, their loved ones, hospice personnel, visitors and callers will receive when entering or calling PCH. This volunteer will answer phones, greet, check-in and assist all visitors to PCH, and provide hospitality to our guests and their loved ones.

COMMITMENT: Work hours are flexible but a minimum time commitment of 6 months in duration is preferred. This position requires a high level of responsibility therefore, a commitment to arriving on time and as scheduled is essential. Minimum volunteer age is 18.

KEY TASKS

The volunteer Lobby Receptionist will:

- Strive to uphold a loving, respectful, warm and compassionate home environment where our guests and their loved ones are our highest priority.
- Perform tasks and responsibilities in a manner consistent with the PCH mission and policies.
- Greet arriving guests and their loved ones, and escort them to the guest's room (always the first priority).
- Greet, check-in and assist visitors and hospice personnel.
- With training, proficiently manage a multi-line phone system, providing accurate information or distributing phone calls appropriately to staff.
- Explain and address questions regarding PCH operations, admission policies, and house rules and procedures, both over the phone and in person.
- Manage the lobby environment, e.g. straighten magazines, pillows etc., and do light cleaning.
- Accept walk-in monetary and in-kind donations, complete acknowledgement receipt, and deliver donations to designated staff or space.
- Assist guests and their loved ones as needed.

KEY ATTRIBUTES AND SKILLS

- Commitment to the mission of *Porta Caeli House*
- Completion of PCH Volunteer Orientation and Training
- Commitment to serve our guests, their loved ones and other visitors to PCH
- Understand, sign and comply with PCH Volunteer Liability Release, Confidentiality Agreement and Media Policy and Release
- Willingness and ability to independently undertake all necessary tasks
- Professional appearance, conduct and communication skills



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- Upon completion of training, able to articulate Catholic social teaching with a commitment to its application in the job function
- Able to manage and prioritize multiple tasks as necessary
- Able to abide by and enforce any visitor/phone call/visiting hour filters and limitations requested by the guest and their loved ones.

While performing the duties of this position, the volunteer is regularly required to sit, stand, walk, stoop, kneel, and/or crouch. The volunteer must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 20 pounds.