



*Feeding Families,
Nourishing Children.*

Front Desk Receptionist

Overview:

To cheerfully greet and process clients, assist visitors and serve as the communication center during hours of operation. Background in mental health, de-escalation techniques are helpful, but not required. Multilingual volunteers encouraged to apply.

Opening:

- Unlock gate and put sandwich board out
- Replenish food slips, new client applications, volunteer applications and donations slips
- Donations are recorded in the "Donation Book," including poundage of food. If requested by a client, give them as signed, dated and description of donation receipt
- Refill toiletries drawers; stock diapers in cupboard, etc.
- Log on and verify that the Front Desk computers and client database are working
- Verify that the ticket matches what is displayed on the wall
- One volunteer should be at desk at all times
- Clients may NOT use phone. Volunteer may dial # and replay message for client. No long distance calls; wipe down phone daily with Lysol wipes so as not to spread illness
- When weather permits, no more than 10 clients (including children) in building at a time
- Process clients in a timely manner with a warm and friendly greeting
- Answer telephone professionally: "Thank you for calling FISH Vancouver. This is _____." Email or relay messages promptly
- **Check messages daily** by pressing blue circle; dial 1, 2, 3 and press blue circle
- Visitors must sign in to the Visitors Log and wear a lanyard or sticker, if accessing staff-only areas
- Be familiar with social services in the area; resource sheets located in drawer
- Report accidents, complaints, etc. and fill out incident report form when necessary
- **Notify Front Desk Manager of any times you will be unable to work your shift.** If working with another volunteer at the front desk, exchange contact information so that person will be aware of your absence, making sure they can work alone if the need arises

Closing:

- **Lock door at 2:45pm**, pull all blinds and bring sandwich board in
- Enter total clients and # of homeless in the Daily Log Book
- Wipe down desks, counters, empty waste paper basket and replace liner. Sweep area
- Assist other departments in closing, if available