



Oakland

LGBTQ COMMUNITY CENTER

Volunteer CENTER SERVICES ATTENDANT (CSA)

PURPOSE AND SCOPE:

As a volunteer Center Services Attendant (CSA), you are responsible for greeting guest, answering incoming calls and linking guest to the appropriate staff person. The CSA will assist with support group/activity setup, making sure that the center is properly cleaned and maintained. The CSA provides administrative support as needed. This is a volunteer opportunity (up to 20hrs per week).

PRINCIPAL DUTIES AND RESPONSIBILITIES

Under the direct supervision of the Administrative Coordinator, the CSA follows established organizational policies and procedures and applies acquired job skills to:

- Work on assignments that are semi-routine in nature, but recognizes the need for occasional deviation from accepted practice.
- Assist with keep our facilities clean using the Center cleaning checklist.
- Building security is of the utmost importance. The CSA will ensure that all guest sign-in (except for anonymous recovery support groups) and be aware of who is in the building at all times during their shift.
- The Center Services Attendant (CSA) will welcome and greet guest with a **Friendly Welcome** – “Hi, Welcome to the center” or “Good afternoon, Welcome to the center. GSA may also ask the pro-noun of visiting guest and ask if this their first time visiting?” **Stand Up – Make Eye Contact** – Eye contact produces feelings of caring and attentiveness. **Smile** – Why look serious, angry or sad when instead, you can smile.
- The CSA Links guest to appropriate Center staff or outside referrals.

Perform a variety of administrative duties to include:

- Data Entry
- Complete Administrative Coordinators CSA task list
- UPS package pickup.
- Create file folders, labels, etc.
- Assist with various projects and duties as assigned by the CEO and administrative team.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- The physical demands and work environment characteristics described here are representative of those an employee or volunteer encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Day to day work includes desk and personal computer work and interaction with center staff, guest, assisting with organizing various center rooms to include storage rooms and closets.
- The work environment is characteristic of a health care facility with air temperature control and moderate to low noise levels for most activities.
- Help moving boxes and furniture will also be required from time to time.

EDUCATION:

High School Diploma required

EXPERIENCE AND REQUIRED SKILLS

- Proficient in the use of computers and related software such as Microsoft 365 is necessary.
- Good communication skills – verbal and written.
- Pleasant manner on and off of the telephone.
- Ability to multi-task.
- Ability to adapt to a variety of software applications.