

JOB TITLE

ERC Receptionist

**VOLUNTEER DEPT.
CONTACT PERSON**

**Lauren (503) 535-3840 laurenc@outsidein.org
Chandler**

COMMITMENT

At least One 2.5-hour shift per week for 3+ months
Shifts: Mon-Fri, 10:30 am-1:00pm

PURPOSE

Provide information to and welcome individuals who drop-in to the Employment & Education Resource Center (ERC) in between scheduled activities. Serve as a central point of information regarding the ERC’s schedule and provide referrals to other services and agencies as needed.

PROGRAM

Employment & Education Resource Center (ERC)

DUTIES

- Greet participants and other visitors as they arrive
- Determine visitors’ reason for dropping in and give information and referral for how to get needs met – e.g., send GED students to Learning Lab, go over ERC schedule with them (and drop-in times), make an appointment for them with their point person, refer to another program or agency for services (if they don’t meet ERC eligibility criteria)
- Utilize referral resources for services Outside In does not provide (e.g. food stamps)
- Be aware of client behaviors outside the building and call ERC staff to deal with disruptive behavior or violations of public-space rules
- Provide basic tidying of lobby as needed
- Provide office support to ERC staff as time permits.
- Help maintain a friendly and welcoming environment conducive to participant comfort, confidentiality, productivity and sense of belonging
- Attend agency trainings and meetings as required by supervisor
- Quality Assurance tasks as needed

QUALIFICATIONS

- Friendly and helpful to the public; enjoys interacting with young adults
- Professional presentation
- Strong interpersonal skills
- Ability to answer questions and move youth out of the space after providing information
- Good communication skills.
- Good computer skills and knowledge of Outlook calendar
- Able to relate to people from diverse backgrounds
- Ability to work at least one regular 2.5-hour shift weekly
- Bilingual Spanish-English preferred, but not required

REQUIRED TRAININGS

- Complete computerized HIPAA training prior to starting
- New Worker Orientation
- Mandated Reporting
- Bloodborne Pathogens

RECOMMENDED TRAININGS

- De-Escalation
- CPR/First Aid - minimal fee