



# SOCIAL JUSTICE CENTER

## Volunteer Front Desk “Greeter” Position Description

### Organization mission

Located at 1202 Williamson Street on the East side of Madison, the Social Justice Center (SJC) strives to be a vibrant hub of social justice activity, collaboration, and outreach. It currently houses 14 local organizations that are critical to the community, including the Tenant Resource Center and the Madison Worker Cooperatives; serves as an incubator for start-up non-profit organizations; and is home to the Willy Street Pantry and the Jackie Macaulay Art Gallery, which showcases social-justice-themed art.

### Position overview

Volunteer Greeters welcome walk-in clients, visitors, and community partners to the SJC and monitor the shared building spaces and supplies. They facilitate phone and e-mail communication between the public, the SJC, and its member organizations. Volunteers play an integral role in supporting our program by assisting in connecting individuals to needed resources, helping monitor computer access times, and taking part in relevant trainings. Like other SJC volunteers, they are invited to participate in occasional fundraising activities. In service to a client or community partner, Greeters may be expected to reach out to other organizations that provide complementary services.

### Tasks

- Greet people as they enter the building, answer their questions with basic and accurate information, alert relevant staff to their presence, and provide directions or escort them to the right location in the building
- Answer the SJC phone and respond to voice messages
- Read and answer e-mail to the SJC and internal Discord communications
- Maintain the front desk and reception area, making sure it is clean and free of clutter and stocked with necessary supplies
- Facilitate in-person drop off and pick up of materials for the SJC and its member organizations
- Assist with building-wide coordination and communication
- Help new volunteers with assignments and trainings

### Skills and attributes

- Has good oral and written communication skills

- Has basic computer literacy, including the ability to type, read, and respond to e-mail, search the internet, and learn SJC-specific software such as Discord, Basecamp and Slab
- Has the ability to communicate in the case of emergencies in a timely and effective manner
- Has patience, is nonjudgmental, and treats visitors of all walks of life with respect
- Is punctual, reliable and self-motivated to work productively without intense supervision
- Is willing to learn and retain new information to be of best service to SJC clients
- Can consistently and successfully manage emotions and stress

### **Setting**

Volunteer Greeters sit primarily at the front desk in the SJC. They make occasional trips to other parts of the building, unless mobility is an issue, in which case accommodations can be made. The front desk is part of a lively, largely informal, resource advocacy area for individuals in need of assistance. Volunteers are welcome to bring in food and beverages as well as other activities to work on when there is downtime.

### **Schedule**

The front desk is staffed in 2-hour shifts Monday through Friday. There is no minimum number of shifts required. Volunteers will be shown how to sign up for available shifts on a weekly or monthly basis.

### **Training and supervision**

All volunteers will be provided with written and on-line informational materials regarding the SJC and its member organizations, building layout and operations, community resources, and SJC-dedicated software including Discord, TeamUp, SLAB, BaseCamp and Google Drive. In addition, shadowing other Volunteer Greeters during their shifts is an option. Additional training in member organization missions, resource advocacy and community outreach will be available through SJC staff.

### **Screening**

All prospective Volunteer Greeters will have a “meet and greet” session, which will include a building tour. Assuming mutual interest following the first meeting, a second session will be arranged during which the prospective Greeter shadows a current Greeter. If a potential volunteer has been referred to the SJC by another organization, such as the University or RSVP of Dane County, or is fulfilling a community-service requirement, he or she must be clear about the referral before volunteering. The SJC in this case requires the following information:

- Name of referring organization or program and contact information
- Any relevant informational materials from the organization or program
- A clear understanding of what the organization or program needs from the SJC, such as, for example, documentation of volunteer hours