



Family Room Volunteer

Job Summary

Be our welcoming first impression to guest families, visitors, volunteers, and donors who enter our Family Room at Dayton Children's Hospital on a daily basis. Our family room is a busy place, but our Family Room Team has the knowledge and know-how to handle whatever questions come their way by and doing it all with a smile.

Reports To

Director of Volunteers / Manager on Duty

Qualifications

- Excellent knowledge of desk procedures, facility, and history
- Basic customer service and computer skills

Competencies

- Welcoming, friendly, and respectful personality
- Professionalism in attire and manner
- Ability to courteously interact with individuals from many different backgrounds and cultures
- Dependable and flexible
- Attention to details and good listening skills
- Ability to multi-task through distractions
- Demonstrates respectfulness for confidentiality
- Able to accept direction and work closely with on duty staff

Duties and Responsibility

- Greet guest families and all visitors
- Permit access and sign in approved visitors
- Answer and direct phone calls
- Contact potential guest families, following the script provided
- Accept and distribute mail, deliveries and donations
- Assist guest families with basic concierge services such as locating resources for everyday needs in and outside the Family Room: printing directions, checking in and out, locating car repair services, local restaurants and attractions, etc.
- Support the staff with basic office duties as needed
- Complete Dayton Children's Hospital volunteer orientation.

Hours

Minimum 2 3-hour shifts per month
Shifts based on availability