



## GUEST SERVICES VOLUNTEER

Please note that our office is currently closed due to the Covid-19 pandemic but we continue to provide our services remotely. *For all 2021 internships, we will be working remotely until further notice.*

The Rian Immigrant Center is seeking volunteers to assist in the area of Guest Services (Reception). Due to Covid-19, our physical office is closed but we continue to run our programs and services remotely. This position involves answering all incoming phone calls using a remote access application called RingCentral. Guest Services is the first point of contact for clients, and it is essential that the volunteer is patient, courteous, professional, and welcoming to all callers.

This position offers a wonderful opportunity for someone interested in immigration or social justice to become part of a team of people dedicated to helping immigrant and refugee families. This is a great opportunity for someone to make a positive difference in the lives of many immigrants and to learn new skills and to gain a deep appreciation for a diverse range of cultures.

**TIME COMMITMENT** 1+ days per week, approximately 4-5 hours a day, Monday through Friday, 9am- 5pm, but willing to work with class schedules (hours negotiable).

**DATES:** Ongoing throughout the year

### RESPONSIBILITIES

- Answer the phone and greet callers with respect and sensitivity
- Provide information on various programs and connect caller with the relevant program or staff person
- Direct clients to appropriate outside resources as needed
- Liaise with various staff as needed to check details as questions come up
- Keep a record of all phone calls

### QUALIFICATIONS

- Articulate, self-motivated, trustworthy, and possess the ability to work independently
- Basic computer skills (need access to a computer to download RingCentral application in order to be able to operate remotely)
- A commitment to the overall mission and values of the Rian Immigrant Center
- Spanish and other language skills preferred



REPORTS TO: Guest Services Manager

*The Rian Immigrant Center is an Equal Opportunity Employer and strongly encourages candidates of diverse backgrounds and languages to apply.*