



Front Desk Ambassador Volunteer Opportunity

Position Overview:

The Front Desk Ambassador is the first person to greet shelter guests, volunteers, and visitors. Centrally located, the front desk ambassador will be in prime position to welcome individuals to the shelter, answer the phone, assist with guest questions, and provide critical administrative support to shelter staff.

Location:

1210 North Tryon Street, Charlotte, North Carolina, 28206

Time Commitment:

3-hour shift per week with a 6-months to a year or longer commitment.

Available Shifts:

Monday to Friday:

9:00 am to 12:00 pm

12:00 pm to 3:00 pm

4:30 pm to 7:30 pm

Key Responsibilities:

- Greets guests and visitors.
- Answers and directs incoming calls.
- Retrieves and distributes phone messages.
- Accepts and provide donation receipts.
- Ensures all acceptable donated items are moved to the Basics room.
- Sorts and distributes mail.
- Directs visitors to the appropriate staff member for meetings and deliveries.
- Maintains daily logs & sign-up sheets for:
 - Laundry signup sheet
 - Guest sign in and sign out sheet
 - Admission sign up/intake log
 - Coordinated Entry sign-up sheet
 - Nurse appointment sign-up sheet



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Qualifications and Requirements:

- Must be punctual, dependable, and 18 years of age or older.
- Requires standing and sitting for long periods of time.
- Enjoys working with diversity of people with respect for guests experiencing homelessness.
- Ability to communicate appropriately with guests.
- Ability to work in a fast-paced environment.
- Training will be provided by the Volunteer Specialist.
- Attend periodic in-house trainings as appropriate.

Work Environment:

This is a fast-paced environment with diverse people including persons struggling with mental illness and substance use. The environment can be unpredictable depending on the time of the day and guest activity. The Front Desk Ambassador should have the ability to think quickly on their feet and act with patience and compassion with guests.

On-Site Contact:

You will be working with our Volunteer Specialist and our Shelter Specialists.

Scheduling:

In order to qualify for this position at the Men's Shelter of Charlotte, you will need to schedule a meeting with the Volunteer Specialist. Please contact our Volunteer Department for details at Volunteers@MensShelterofCharlotte.org or 704-334-3187 ext. 230.