COH VIA

FRONT DESK ATTENDANT

Hurst Senior Activities Center, 700 Heritage Circle

QUALIFICATIONS

This position requires a genuine interest or passion for interacting with people; the ideal candidate will exhibit a friendly, personable demeanor to ensure all members and visitors feel at ease. They should demonstrate the ability to remain calm and composed during stressful situations while maintaining a pleasant demeanor. Strong verbal communication skills are essential, and some computer experience is beneficial. Additionally, the volunteer should possess a detail-oriented approach, along with good organizational skills and the ability to retain procedures and protocols.

Staff will provide training as needed.

RESPONSIBILITIES

- Welcome individuals entering HSAC, ascertain the purpose of their visit, and direct or accompany them to their intended destinations as required.
- Conduct guided tours of the facility for interested visitors.
- Offer thorough attention to detail while checking members in for daily activities, ensuring that membership cards are returned to the correct members.
- Respond to incoming phone calls in a friendly and welcoming manner.
- Offer administrative support as necessary.
- Deliver exemplary customer service at all times.

REQUIREMENTS

- Must be at minimum 55 years old.
- Time commitment: Hours are scheduled based on shifts or as needed.
- No criminal record.
- Physical demands
  - Strong visual and hearing acuity.
  - Must be able to talk, write, walk, sit, and stand. Good manual dexterity is required.
  - Ability to stand and/or sit for extended periods.
- Mental demands
  - Ability to engage with members in a friendly and approachable manner.
  - Speak and write clearly.
  - Comprehend, retain, and follow oral and written instructions.
  - Effectively communicate.
- Work environment
  - The volunteer will work indoors in a clean, well-ventilated environment, protected from adverse weather conditions.
  - They will engage extensively with the public both in person and over the phone.

Contact
Hannah Ditgen, Community Services
Senior Management Assistant

hditgen@hursttx.gov
817.788.7310