



Hospitality Volunteer – Job Description

Position Title: Hospitality Volunteer

Location: The Relatives On Ramp Resource Center

Time Commitment: 2-4 hours per opportunity

Purpose of the Role

To create a warm, welcoming, and comfortable environment for guests, clients, or participants. This role is ideal for someone who enjoys making others feel valued and care for.

Key Responsibilities

- Greet guests and clients and provide a friendly, helpful presence
- Provide information to guests and clients as needed
- Respond to basic needs or requests
- Assist with setting up and maintaining hospitality areas (e.g. front desk, client kitchen)

Opportunities

- **Front Desk/Reception Assistance** – serve as first point of contact for visitors and guests supporting basic administrative tasks
- ***Program Volunteer Concierge** – help clients navigate their experience at the Resource Center (this includes helping in the kitchen, providing access to the laundry room, and shower)

Skills & Qualifications

- Warm, approachable, and customer service oriented
- Good communication and interpersonal skills
- Ability to work independently and as part of a team
- Reliable and punctual

Training & Support

- Orientation provided

- Ongoing support from the Volunteer Engagement Officer & Program Staff Lead
- *Must complete a criminal background check

“Goodness is the only investment that never fails.” ~Henry David Thoreau