



Reception and Hospitality

GENERAL STATEMENT OF RESPONSIBILITIES

Our reception and hospitality volunteers set the tone for guests and staff entering the Louis and Pru Ryan Resilience Lab to ensure a welcoming and positive experience. This is a customer service position with responsibilities that include engaging with visitors, educating guests about Elizabeth River Project and membership opportunities, managing the front desk, and monitoring the reception lobby. This volunteer position may also be asked to assist with administrative tasks such as filing or assisting with inventory. When working a front desk shifts, volunteers are responsible for having a positive and personable energy.

Volunteers may also represent Elizabeth River Project at various public outreach events running information tables about the organization and recruiting membership and community engagement.

ESSENTIAL JOB FUNCTIONS

- Create a welcoming and positive experience to guests and staff who enter the Ryan Resilience Lab.
- Engage with guests and be available to answer questions regarding Elizabeth River Project, the Ryan Resilience Lab, and membership opportunities.
- Assist and direct guests to appropriate staff member for tours or meeting location.
- If no staff available, provide a summarized 10-minute tour around the building for walk-in guests.
- Responsible for knowing the overall functionality of the Lab and a general understanding of Elizabeth River Project and the organizations history.
- Represents Elizabeth River Project to the public at the Ryan Lab and during community events.
- Reports to staff lead and assists with building maintenance and administrative tasks as needed.

PERFORMANCE STANDARD

All volunteers are expected to effectively work with other volunteers and staff to meet the needs of the community and the organization through work behaviors demonstrating Elizabeth River Project's Values. Volunteers are required to stay within the boundaries of their job and abide by our standard code of ethics outlined in the volunteer handbook.

REQUIRED AGE

Volunteers for this position must be at least 18 years or older

EDUCATION AND EXPERIENCE

High school degree required. Bachelor's degree preferred. Experience in education, outreach, or biological sciences including ecology, biology, or environmental science is also preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check. Previous experience in customer service is a plus.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5-20 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions of the job may be performed with exposure to adverse environmental conditions, such as extreme cold and heat. Elizabeth River Project staff will always take into consideration of weather conditions before scheduling an outdoor volunteer shift.

POSITION PARAMETERS

- This position directly reports to the Development and Membership Coordinator for shift check-in and assignments, and reports to the Volunteer Coordinator for scheduling and shift coordination.
- The Ryan Lab is open Monday-Friday 9:00am-5:00pm plus occasional evenings and weekends. Work shifts are typically 2-4 hours with 1-2 shifts per week.
- Front desk volunteers must commit to a minimum of 4 hours per month.