



**Volunteer Position Description: Lobby Greeter**

**Goal/Purpose of the position:** To welcome participants to VEAP and support the q-flow process.

**Ideal candidate/Qualifications:**

- Friendly and welcoming
- Excellent communication skills and ability to act with diplomacy and tact
- Desire to interact with people from diverse backgrounds while being courteous, professional, patient and respectful at all times
- Flexible and able to work cooperatively with others in a team environment
- Basic computer skills
- Preferred: Fluency in Spanish, Somali, Russian, or Chinese
- Must be 18 years or older

**Major Responsibilities:**

- Welcome participants to VEAP
- Operate the q-flow computer system in order to manage participant intake
- With support of social services staff, share information about how to access VEAP social services and basic needs services or direct to Hennepin County as needed

**Time Commitment:** 3 hrs 45 minutes; Shift times: 8:45 a.m.-12:30 p.m.; 12:30-4:15 p.m.

**Training:** Provided by Social Services team staff

**Benefits:** Make a difference by helping others, meet new people, stay a vital part of your community

**Supervisor:** Participant Services Coordinator