



<b>Position:</b>	Front Desk-Volunteer
<b>Department:</b>	Community Outreach and Operations
<b>Program:</b>	Volunteer Program
<b>Reports to:</b>	Community Resource & Volunteer Coordinator
<b>Status:</b>	Volunteer, Unpaid
<b>Minimum requirement:</b>	4-6 months
<b>Weekly time commitment:</b>	4 hours/weekly
<b>Salary:</b>	Unpaid
<b>Probation:</b>	N/A

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**JOB SUMMARY:**

The **Front Desk-Volunteer** position provides opportunities for individuals to use their commitment of time and talents to engage, empower and advocate towards achieving a more equitable society and foster an ever-improving quality of life for the LGBTQ community through supporting The LGBTQ Center of Long Beach in general operation and administrative tasks. *This position is located at 2017 E. 4th Street, Long Beach, CA.*

The Front Desk-Volunteer position is responsible for creating a welcoming atmosphere and environment of safety for all its clients and visitors. The position is administrative and customer-service oriented in nature – answering phones, greeting clients and visitors, maintaining the community boards and the magazine rack area, and providing general administrative and customer service support to the overall scope of the facility’s reception and front desk area.

**Primary Duties and Responsibilities:**

- 1.) Perform reception, clerical duties, and regular maintenance of the front desk and guest lobby area including answering phones, greeting and assisting visitors, organizing and maintaining community boards, check-in/out procedures for library and Cyber Center, courtesy calls for legal clinics, magazine literature or other informative materials displayed in our lobby desk area and hall ways;
- 2.) Maintain and monitor postings on the community boards, ensuring that all materials are reviewed and approved for posting;
- 3.) Light maintenance of facilities including cleaning public spaces such as the lobby area, meeting rooms, etc.
- 4.) Maintain the magazine rack area and ensure that the reading and informative materials are current and relevant to the LGBT community;
- 5.) Assembling safe sex kits for the Health and Wellness Services Department; and
- 6.) Other general assistance projects and duties as assigned.

**Desired Qualifications, Experience and Skills:**



- Commitment to the mission of The LGBTQ Center of Long Beach to engage, empower and advocate towards achieving a more equitable society and foster an ever-improving quality of life for the LGBTQ community through volunteerism;
- Comfortable meeting new people and courteous in social situations and with the public;
- Strives for exemplary customer service;
- Responsible, respectful and dependable;
- Demonstrate ability and willingness to work effectively with people of diverse races, ethnicities, ages, sexual orientation, socioeconomic backgrounds, and genders in a multicultural setting and learn about services available to the Long Beach community; and
- Bilingual English/Spanish and English/Khmer language skills are a plus.

Normal volunteer hours occur Monday through Saturday. Evening and weekend shifts are available. Additional volunteer opportunities are available in the following:

- Special Events/Projects
- Mentoring
- Outreach

Volunteers are not compensated for travel should they choose to volunteer at a special event, off-site.

The **LGBTQ Center of Long Beach** is an equal opportunity employer. Applications are encouraged from anyone regardless of their race, color, national origin, ancestry, sex, gender identity, marital status, religious creed, sexual orientation, or age.

**Please email or fax volunteer application to:**

Pilar Alatorre (Community Resource & Volunteer Coordinator)

**Email:** [palatorre@centerlb.org](mailto:palatorre@centerlb.org) | **Fax:** 562.433.6428

**The LGBTQ Center of Long Beach**

**2017 E. 4<sup>th</sup> Street**

**Long Beach, CA 90814**

**Phone: 562-434-4455 | Fax: 562-433-6428**